

# Ticket System Customer Satisfaction Report

Survey Date

10/1/2024

12/30/2024

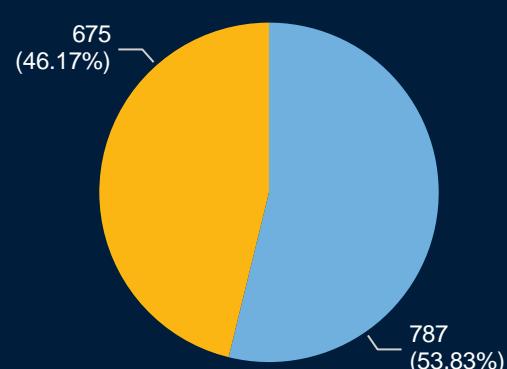
System

All

▼

## Survey Response

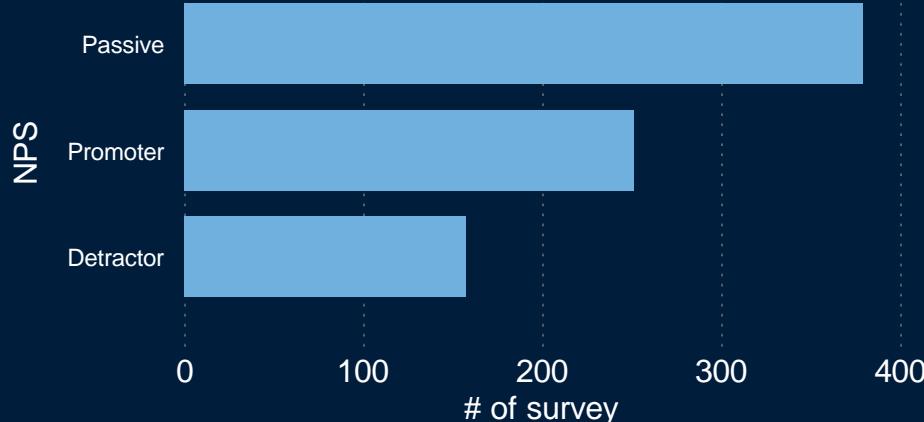
Response ● Responded ● Not Responded



## NPS Score



## NPS Category



## Customer Satisfaction

### CSAT

91.2%

### Customer Service

67.8%

### Features

88.3%

### Value for Money

87.6%

## Customer Effort

### Easy of Use

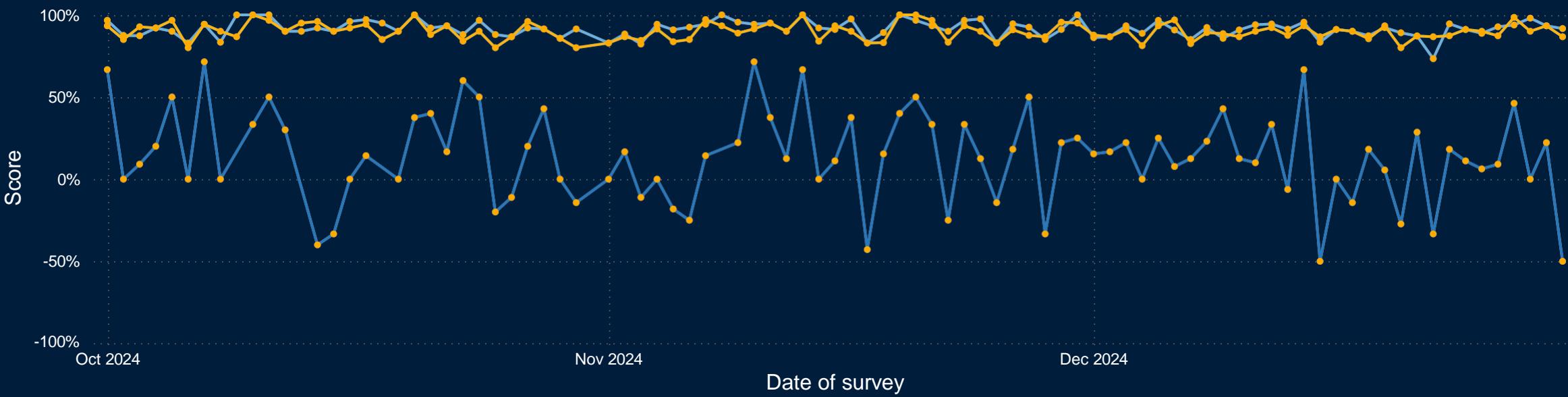
89.5%

## Survey by Ticket System

Ticket System	# of survey	CSAT	CES	NPS
Freshdesk	355	92.08%	92.79%	24.37%
Jira Service Management	144	91.73%	87.73%	8.00%
otrs	36	91.11%	86.67%	22.22%
ServiceNow	54	90.37%	84.44%	14.81%
Zendesk	435	90.77%	87.96%	6.33%
Zoho Desk	438	90.76%	89.48%	7.23%
Total	1462	91.18%	89.48%	11.94%

## Score Over Time

● CSAT ● CES ● NPS



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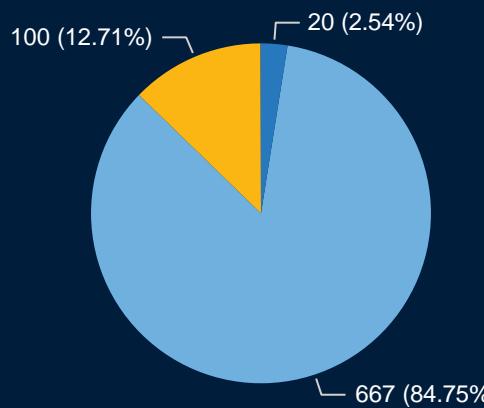
System Ticket

All

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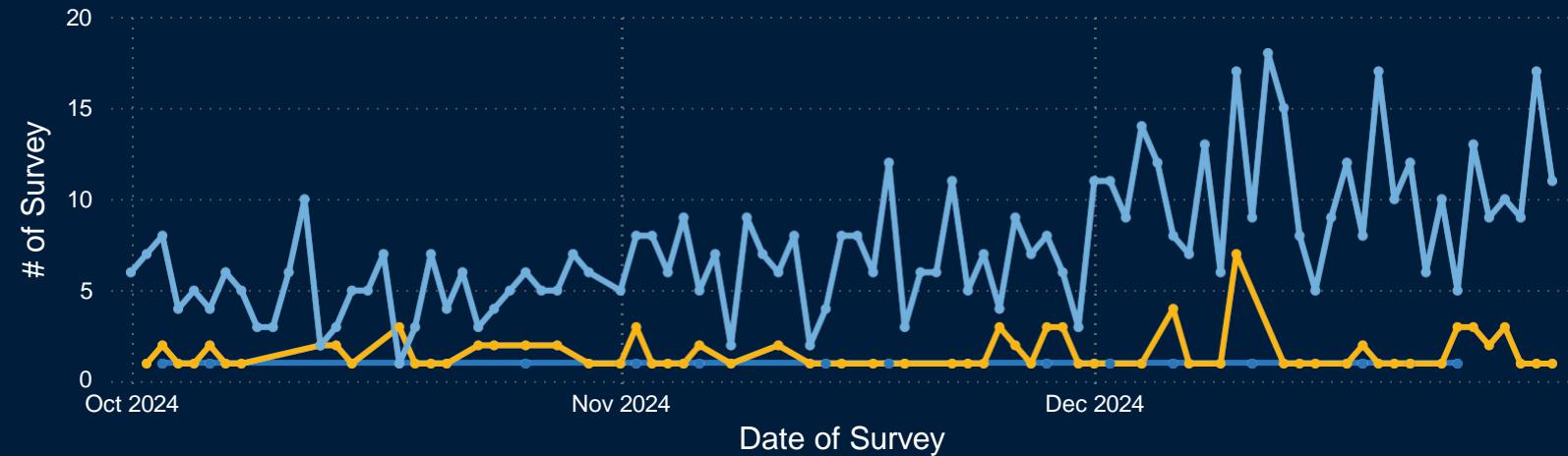
## Customer Sentiment

sentiment ● Positive ● Neutral ● Negative



## Sentiment over Time

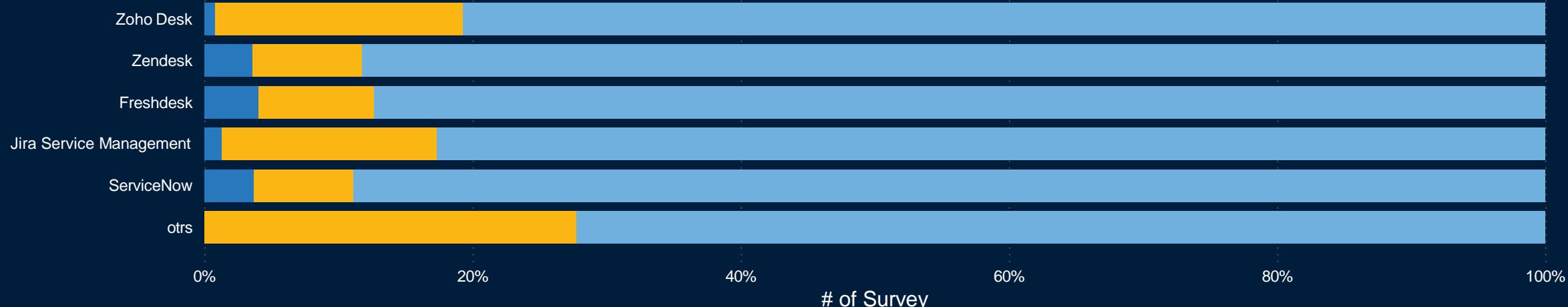
sentiment ● Negative ● Neutral ● Positive



## Sentiment by Ticket System

sentiment ● Negative ● Neutral ● Positive

Ticket System



# Positif

control function excellent price working communication response useful offer prosthé would done managing channel best handle looking various area userfriendly

almost things internal information job response useful report case year want create apps track query multiple different happy easier even base question

proswe daily provide keep request like end basic problem api process helpfull pair also jira back via client ticketing come ticketing product management help experience work for get zoho zendesk user overall time live app making setup several positive area

incident without ease platform provides employee workflow solution feature system team freshdesk need create apps track query multiple different happy easier even base question

satisfied dashboard friendly able new interface allows interface good give helpful helpful pair also jira back via client ticketing come ticketing product management help experience work for get zoho zendesk user overall time live app making setup several positive area

another simple helped以来 ticketing ability chat since management used easily issue help experience work for get zoho zendesk user overall time live app making setup several positive area

fresh center improve efficient quickly fast integrate pretty helpdesk used easily issue help experience work for get zoho zendesk user overall time live app making setup several positive area

understand service free could fantastic integration company operation keeping change keeping amazing around access tracking super high satisfaction always productivity automation phone application reporting organization small intuitive level allowed

use ticket software answer every agent application always productivity automation phone application reporting organization small intuitive level allowed

customer make project

# Negative

# Ticket System Customer Satisfaction Report

## Overall Rating

Overall Rating	Negative	Neutral	Positive	Total
1	1	1	2	
2	1	3	4	
3	6	5	27	38
4	7	35	209	251
5	5	59	428	492
<b>Total</b>	<b>20</b>	<b>100</b>	<b>667</b>	<b>787</b>

## Value For Money

Value For Money	Negative	Neutral	Positive	Total
1	2	1	3	6
2	5	2	12	19
3	2	13	65	80
4	6	29	212	247
5	5	55	375	435
<b>Total</b>	<b>20</b>	<b>100</b>	<b>667</b>	<b>787</b>

## Customer Service

Customer Service	Negative	Neutral	Positive	Total
1	9	5	33	47
2	4	16	79	99
3	3	30	223	256
4	35	234	269	
5	4	14	98	116
<b>Total</b>	<b>20</b>	<b>100</b>	<b>667</b>	<b>787</b>

## Features

Features	Negative	Neutral	Positive	Total
1	1	1	2	
2	7	1	4	12
3	2	9	50	61
4	6	41	246	293
5	5	48	366	419
<b>Total</b>	<b>20</b>	<b>100</b>	<b>667</b>	<b>787</b>

## Easy Of Use

Easy of Use	Negative	Neutral	Positive	Total
1	1	1	1	3
2	2	2	8	12
3	6	6	48	60
4	6	30	210	246
5	5	61	400	466
<b>Total</b>	<b>20</b>	<b>100</b>	<b>667</b>	<b>787</b>