Ticket System Customer Satisfaction Report
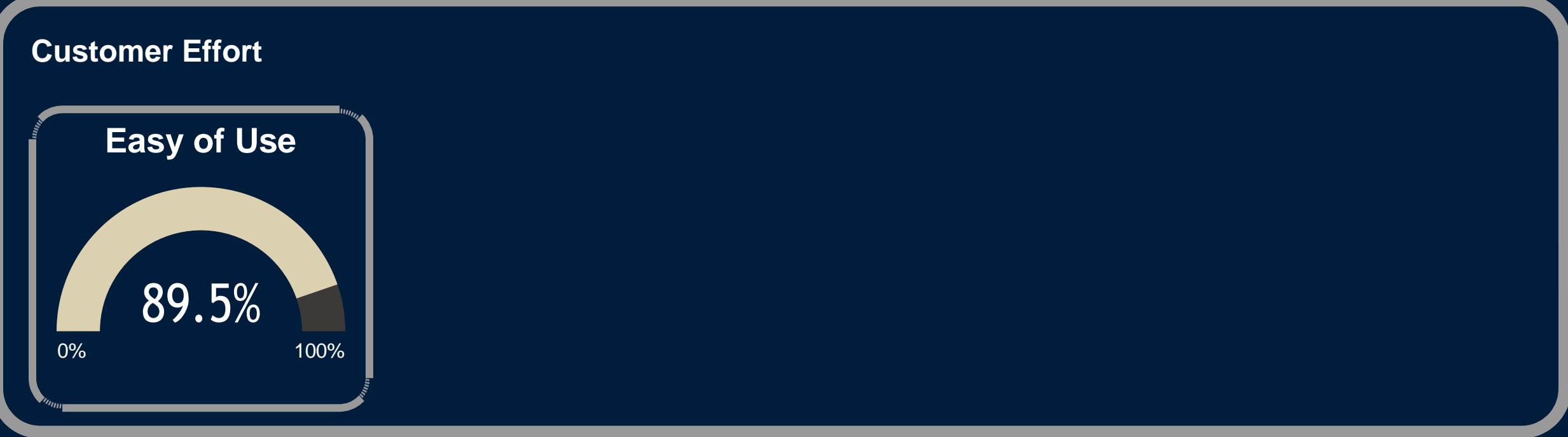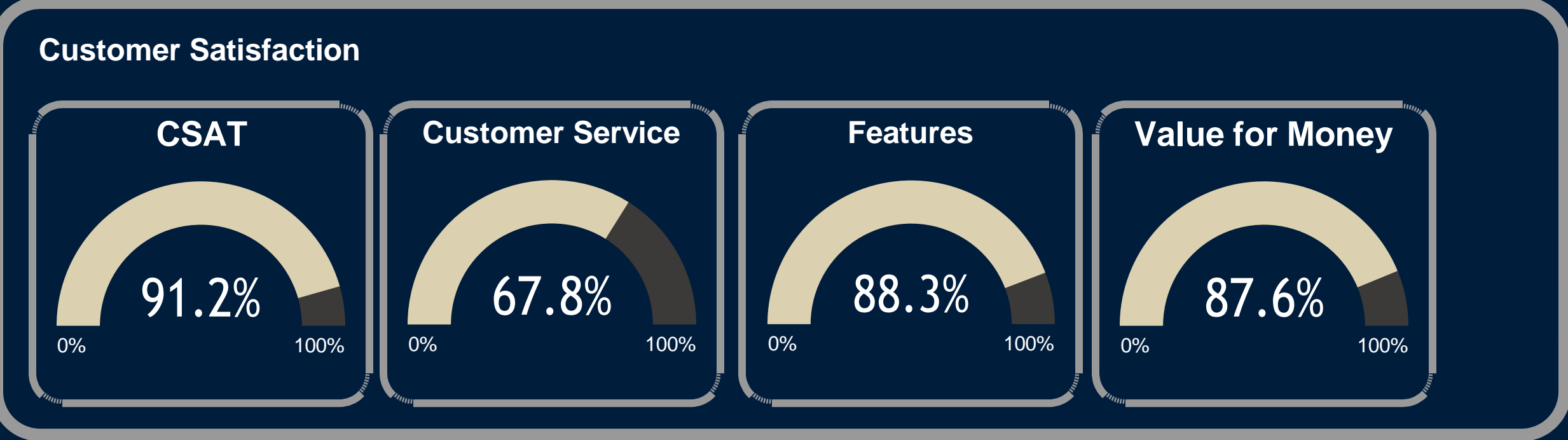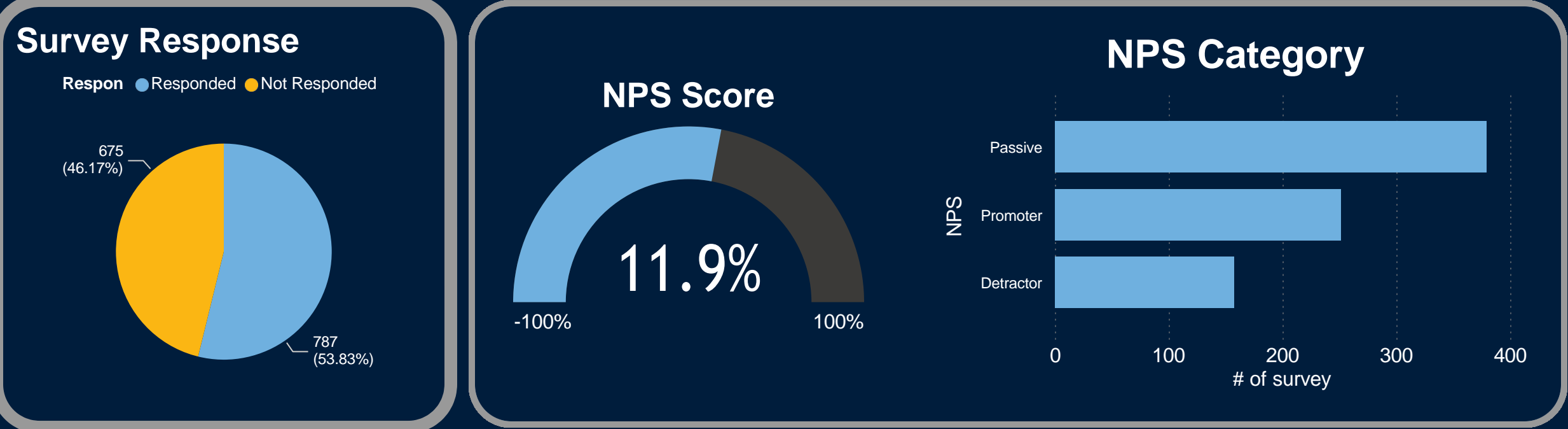
Survey Date	10/1/2024	12/30/2024

System: All

Survey Response

Respon ● Responded ● Not Responded

675 (46.17%)
787 (53.83%)

NPS Score

11.9%

-100% ... 100%

NPS Category

NPS: Passive, Promoter, Detractor

# of survey: 0 100 200 300 400

Customer Satisfaction

CSAT
91.2%
0% ... 100%

Customer Service
67.8%
0% ... 100%

Features
88.3%
0% ... 100%

Value for Money
87.6%
0% ... 100%

Customer Effort

Easy of Use
89.5%
0% ... 100%

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

Score: 100%, 50%, 0%, -50%, -100%

Date of survey: Oct 2024, Nov 2024, Dec 2024

Ticket System Customer Satisfaction Report
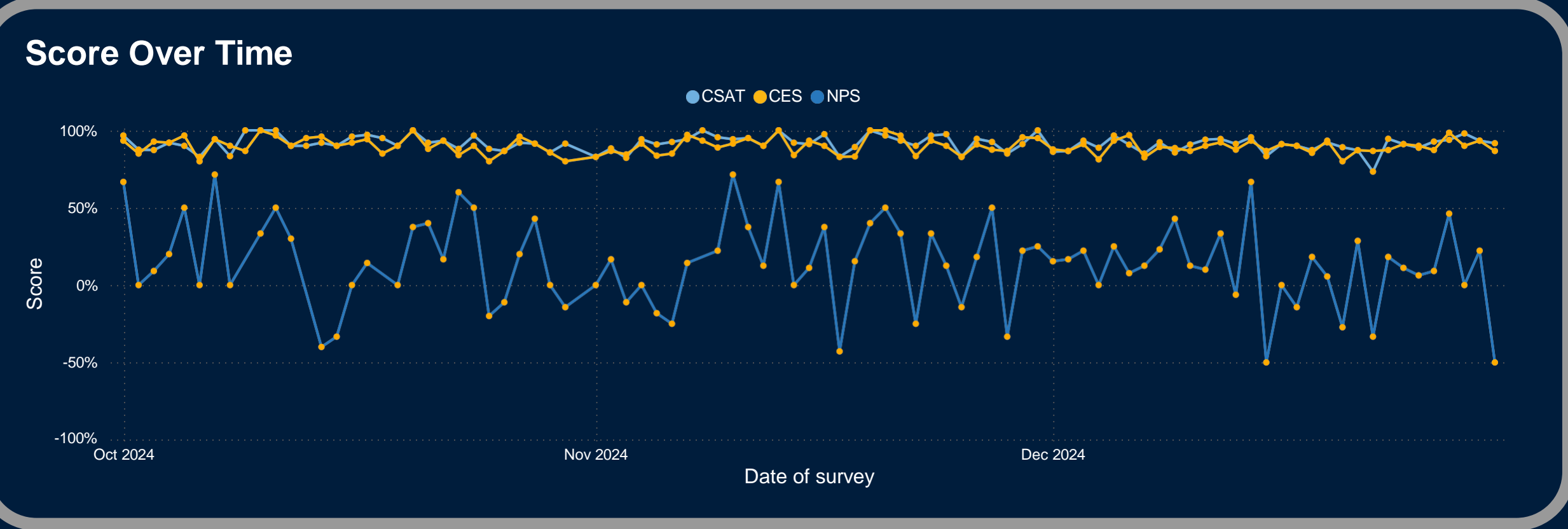
Survey Date 10/1/2024 12/30/2024

System Ticket All

Customer Sentiment

sentiment ● Positive ● Neutral ● Negative

100 (12.71%)

20 (2.54%)

667 (84.75%)
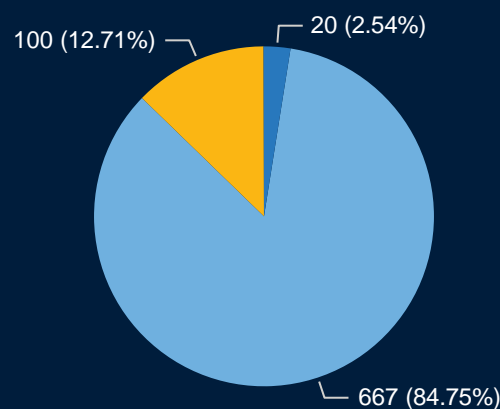
Sentiment over Time

sentiment ● Negative ● Neutral ● Positive

# of Survey

20

15

10

5

0

Oct 2024   Nov 2024   Dec 2024

Date of Survey
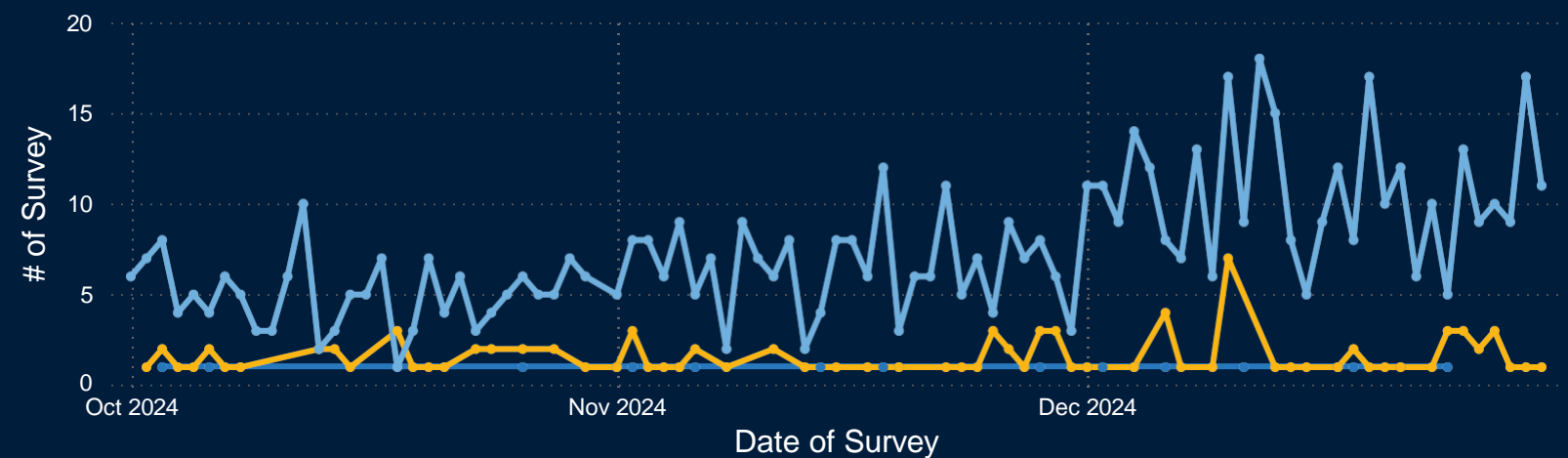
Sentiment by Ticket System

sentiment ● Negative ● Neutral ● Positive

Ticket System

- Zoho Desk
- Zendesk
- Freshdesk
- Jira Service Management
- ServiceNow
- otrs

0%   20%   40%   60%   80%   100%

# of Survey
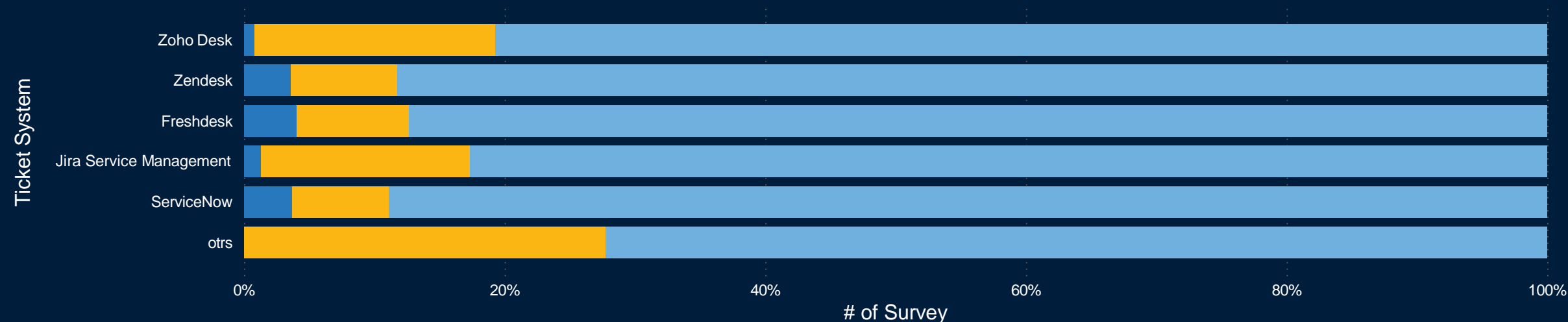
Positif	Negative

Ticket System Customer Satisfaction Report

Overal Rating

Overal 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
Total	20	100	667	787

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
Total	20	100	667	787

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
Total	20	100	667	787

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
Total	20	100	667	787

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
Total	20	100	667	787