

POWER BI CUSTOMER SATISFACTION

Khanh Ho

Dataset: Women Clothing Feedback

123 age	A0C division_name	A0C department_name	A0C class_name	123 clothing_id	A0C title	A0C review_text
<div> <div></div> <div>Gültig</div> <div>100 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>0 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>100 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>0 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>100 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>0 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>100 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>0 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>100 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>0 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>84 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>16 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>97 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>3 %</div> </div>
62 verschieden, 4 eindeutig	3 verschieden, 0 eindeutig	6 verschieden, 0 eindeutig	18 verschieden, 0 eindeutig	279 verschieden, 150 eindeu...	761 verschieden, 713 eindeutig	967 verschieden, 966 eindeutig
40	General	Bottoms	Jeans	1028	Amazing fit and wash	Like other reviewers i was hesitant to spend this much on a pair of jea...
62	General Petite	Tops	Blouses	850	Lovely and unique!	As is true of a bunch of the fall clothing photos, the colors are totally w...
47	General Petite	Bottoms	Skirts	993	Meh	I so wanted this skirt to work, love the design! but, it's way, way too lo...
45	General Petite	Bottoms	Pants	1068	Wow	Love love this! i was hesitant to buy this at first - the reviews made it s...
37	Initmates	Intimate	Swim	24	Great for bigger busts	I absolutely love the retro look of this swimsuit. i first saw it on blogge...
43	General	Tops	Sweaters	933	Love the pattern and color	I love this sweater but i'm on the fence about keeping it only because i...
83	General	Tops	Sweaters	937	Beautiful and unique.	Love this sweater! soft and cozy and the ruffles are not overwhelming.....just a touch of pret
123 alike_feedback_count	123 rating	123 recommend_index	A0C Department	A0C Sentiment	A0C Emotions	A0C Summary
<div> <div></div> <div>Gültig</div> <div>100 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>0 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>100 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>0 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>100 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>0 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>97 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>3 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>97 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>3 %</div> </div>	<div> <div></div> <div>Gültig</div> <div>97 %</div> </div> <div> <div></div> <div>Fehler</div> <div>0 %</div> </div> <div> <div></div> <div>Leer</div> <div>3 %</div> </div>	
35 verschieden, 11 eindeutig	5 verschieden, 0 eindeutig	2 verschieden, 0 eindeutig	13 verschieden, 1 eindeutig	3 verschieden, 0 eindeutig	938 verschieden, 915 eindeutig	967 verschieden, 966 eindeutig
0		5	1 Marketing, Sales	positive	hesitant, good, fresh	20% off on retailer day, jeans look good
12		5	1 Product	positive	shame, bright, vivid, unique, nice	bright and vivid embroidery, unique design, slim
3		1	0 Product	negative	disappointment, frustration, dissatisfaction, annoyance, regret	skirt design too long, not suitable for height and :
0		5	1 Marketing, Inventory	positive	love, hesitant, perfect, fabulous, great	perfect find, fabulous color, great fit, can't wait fi
0		5	1 Marketing, Product	positive	love, excited, satisfied, relieved, confident	retro swimsuit, blogger amber fillerup-clark, size
0		4	1 Marketing, Product	positive	love, on the fence, versatile, mix and match, statement	versatile sweater, best with plain white top and j
4		5	1 Marketing, Product	positive	love, soft, cozy, pretty, classic	soft and cozy sweater, classic and classy, fits perf

Month Range

1

12

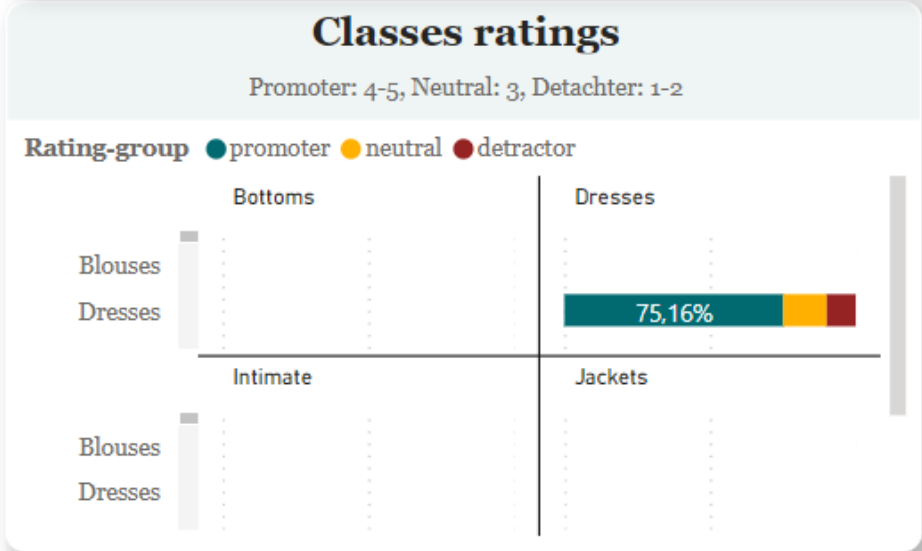
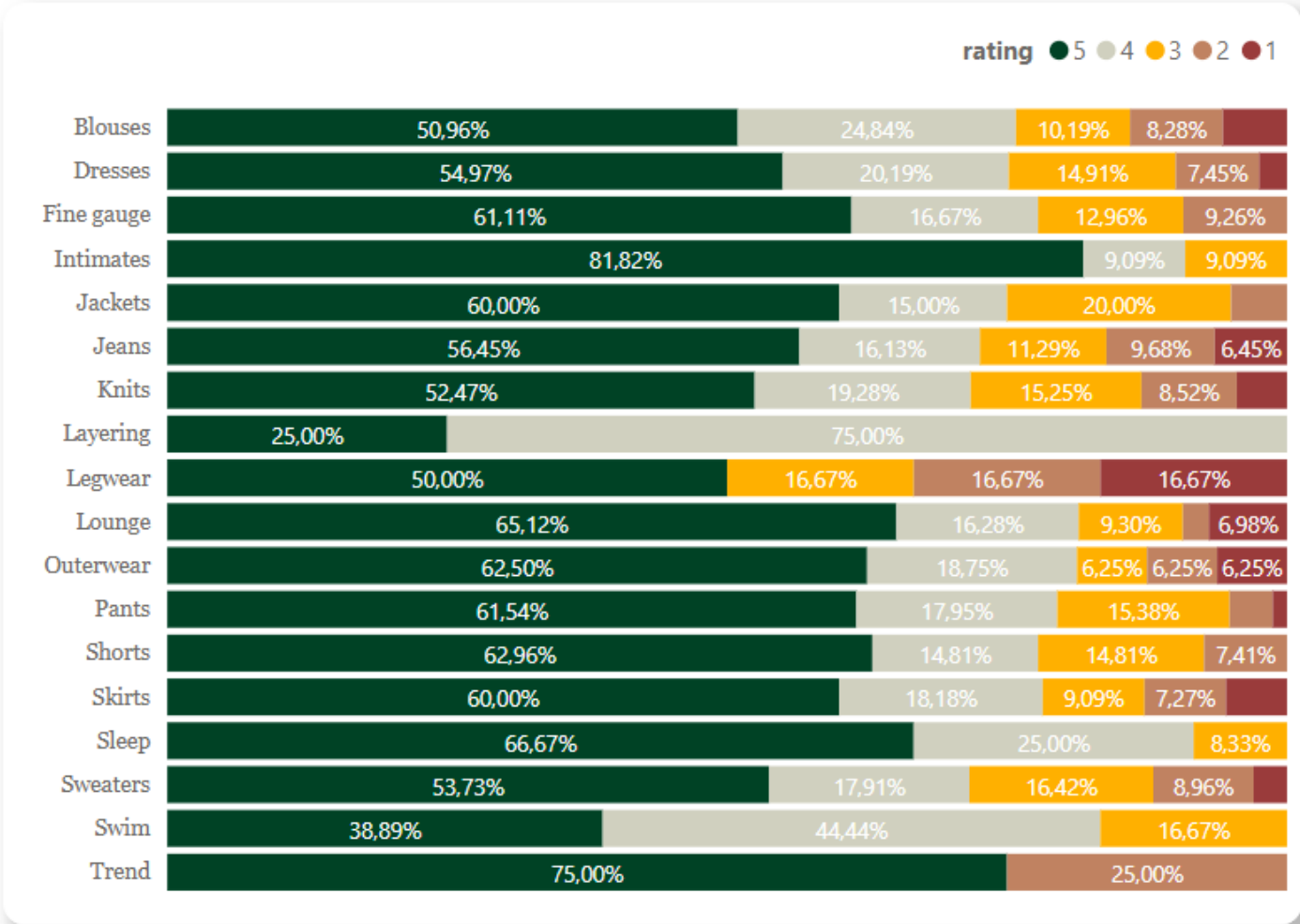
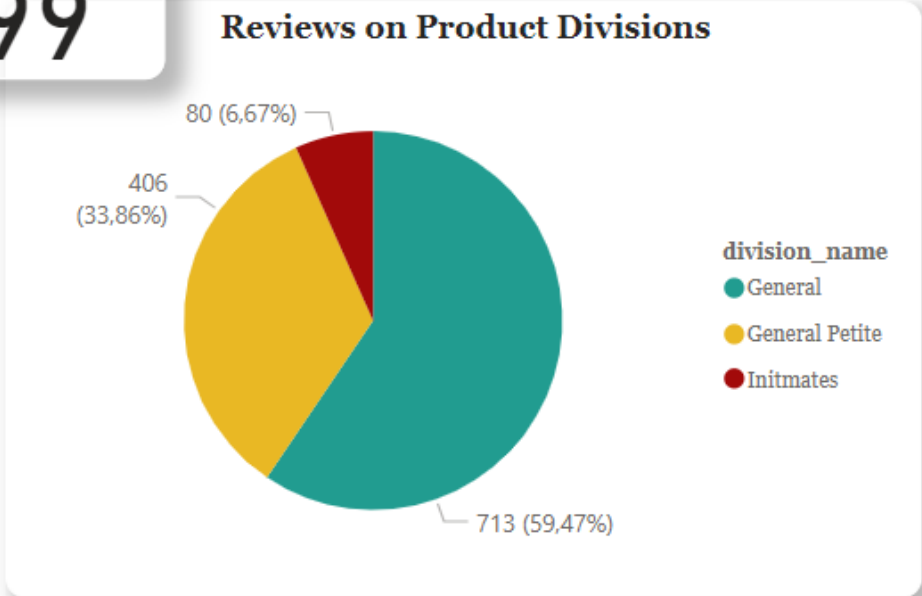
Dynamic

rating

class name

Total Responses

1199



Month Range



Dynamic

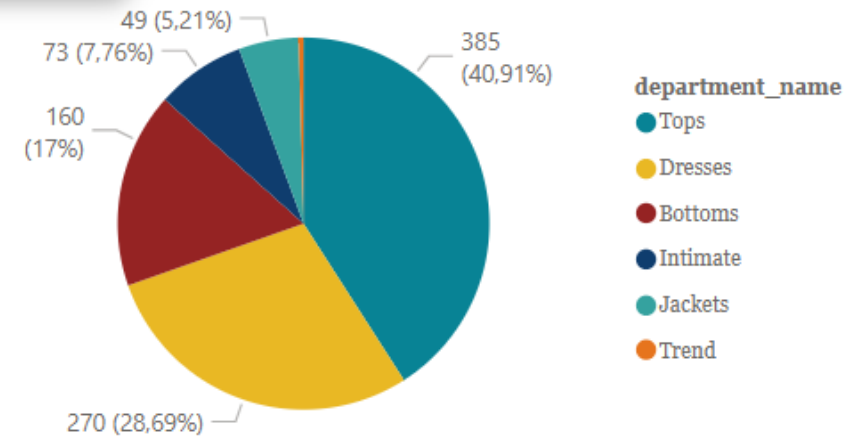
rating_group

department name

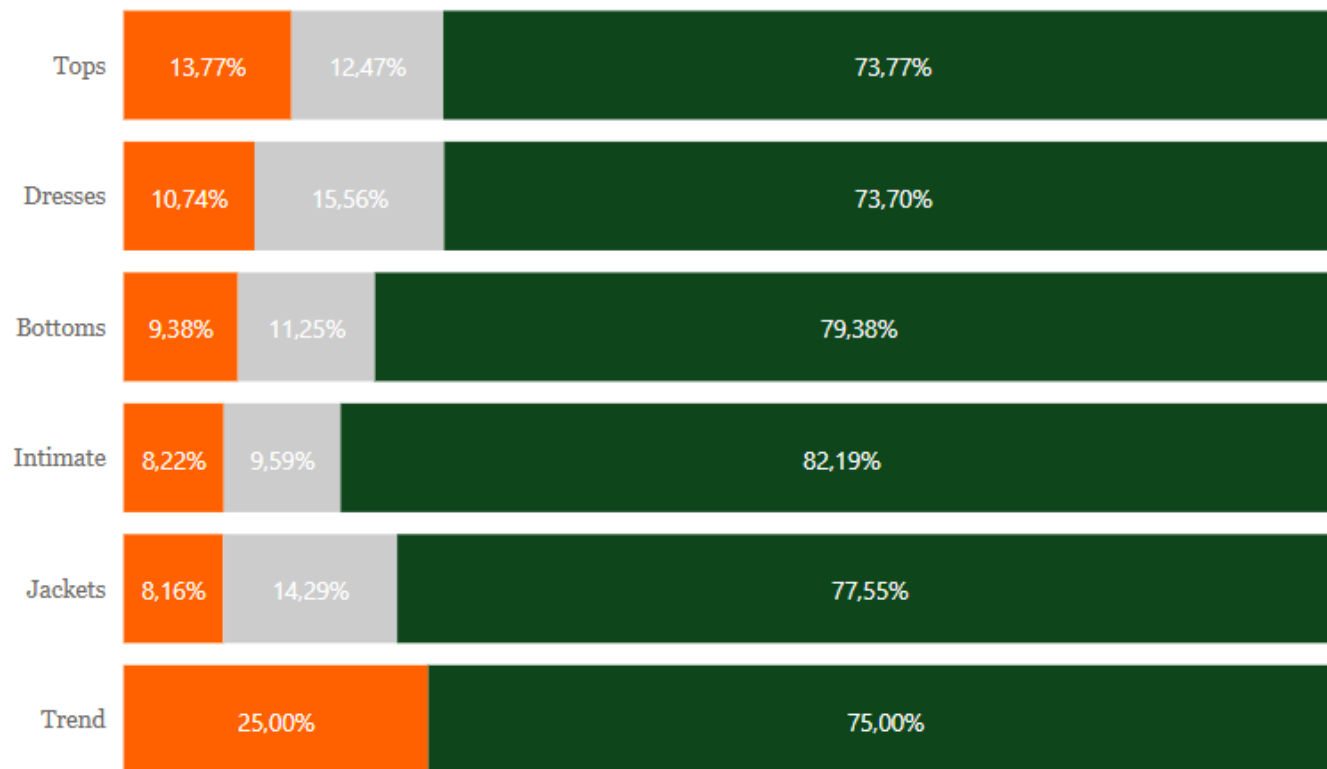
Total Responses

941

Reviews on Product Divisions



rating_group ● detractor ● neutral ● promoter



Classes ratings

Promoter: 4-5, Neutral: 3, Detachter: 1-2

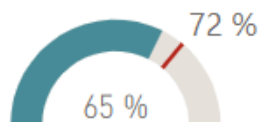
Rating-group ● promoter ● neutral ● detractor



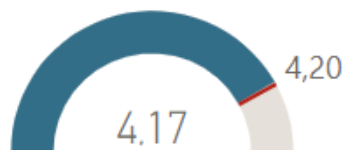
Total Responses

1199

NPS



CSAT score



4,25

CSAT quarterly target

4,23

CSAT monthly target

Month Range

1

12

Age Range

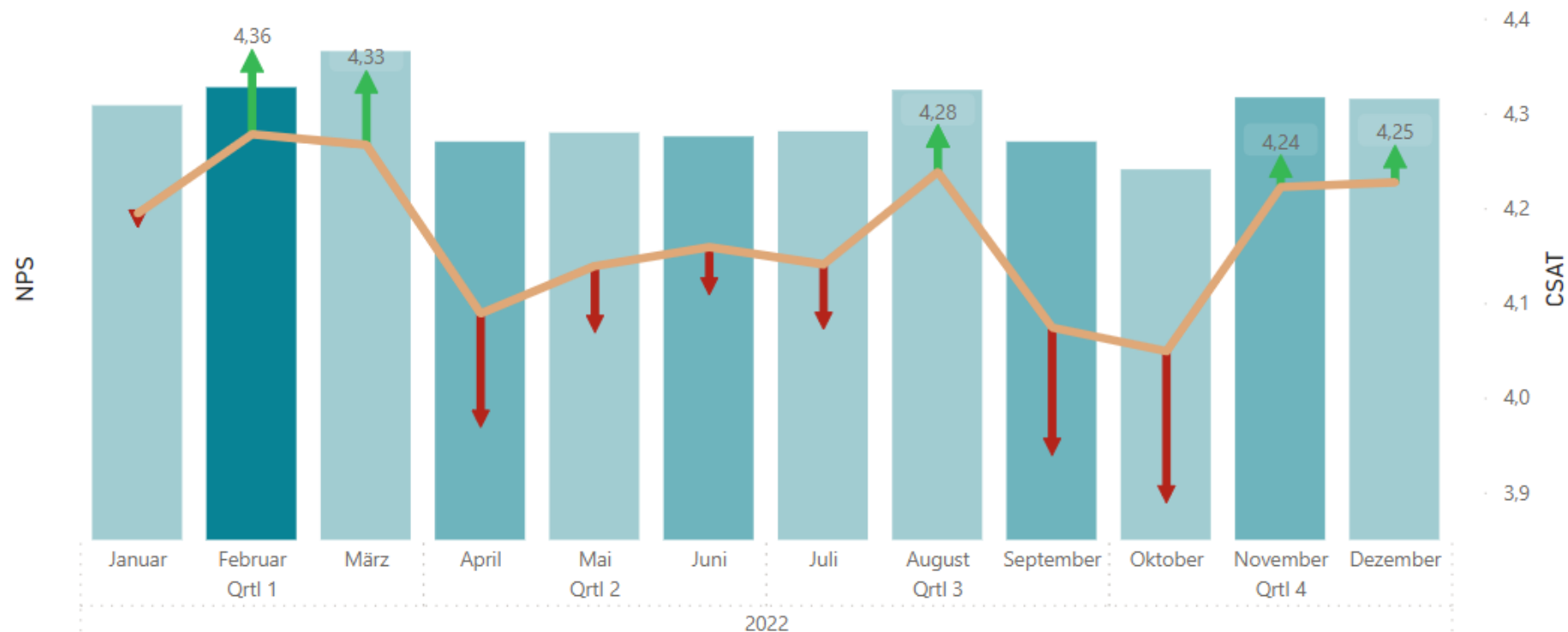
19

92

Customer Satisfaction

Net Promoter Score (NPS) und Customer Satisfaction Score (CSAT)

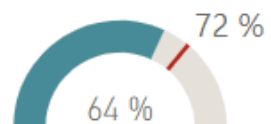
● NPS ● CSAT score ● CSAT score INV



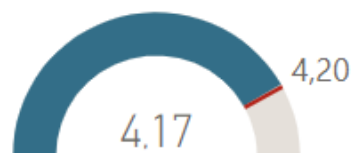
Total Responses

830

NPS



CSAT score



4,25
CSAT quarterly target
4,23
CSAT monthly target

Month Range

4

12

Age Range

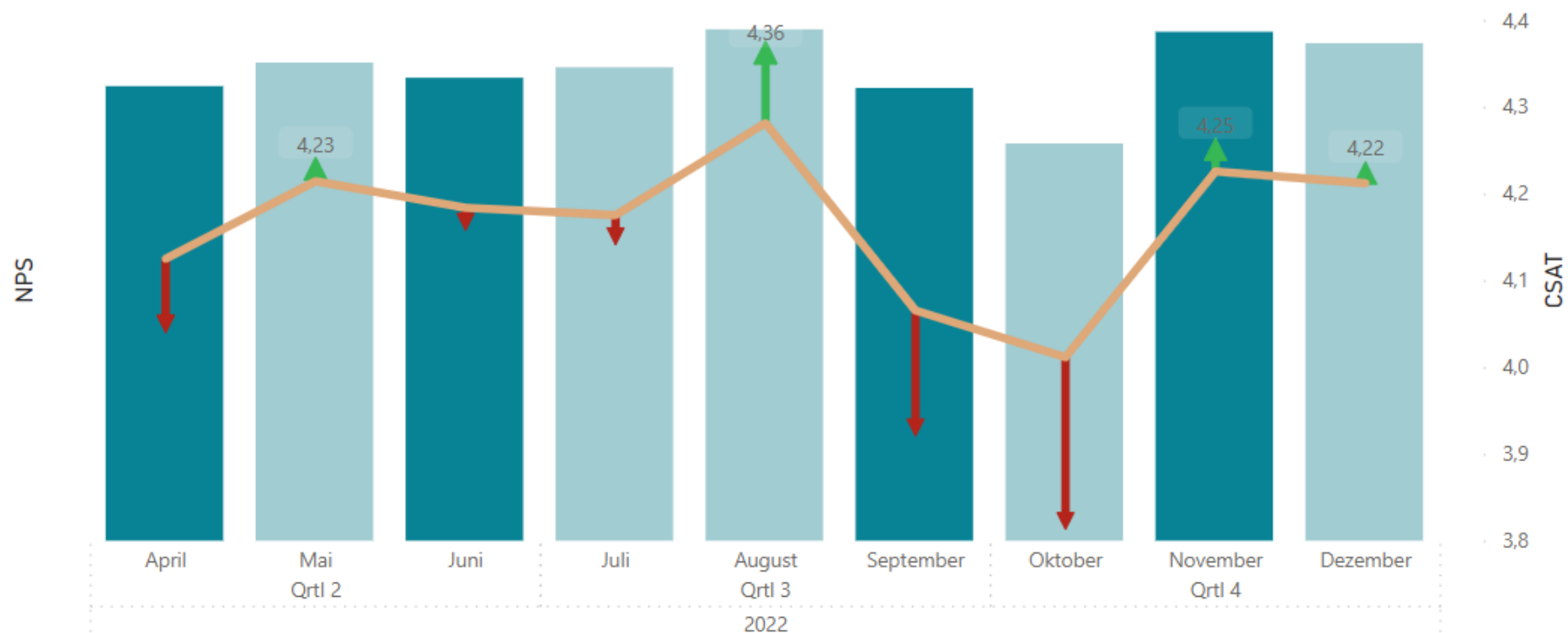
30

65

Customer Satisfaction

Net Promoter Score (NPS) und Customer Satisfaction Score (CSAT)

● NPS ● CSAT score ● CSAT score INV



Month Range



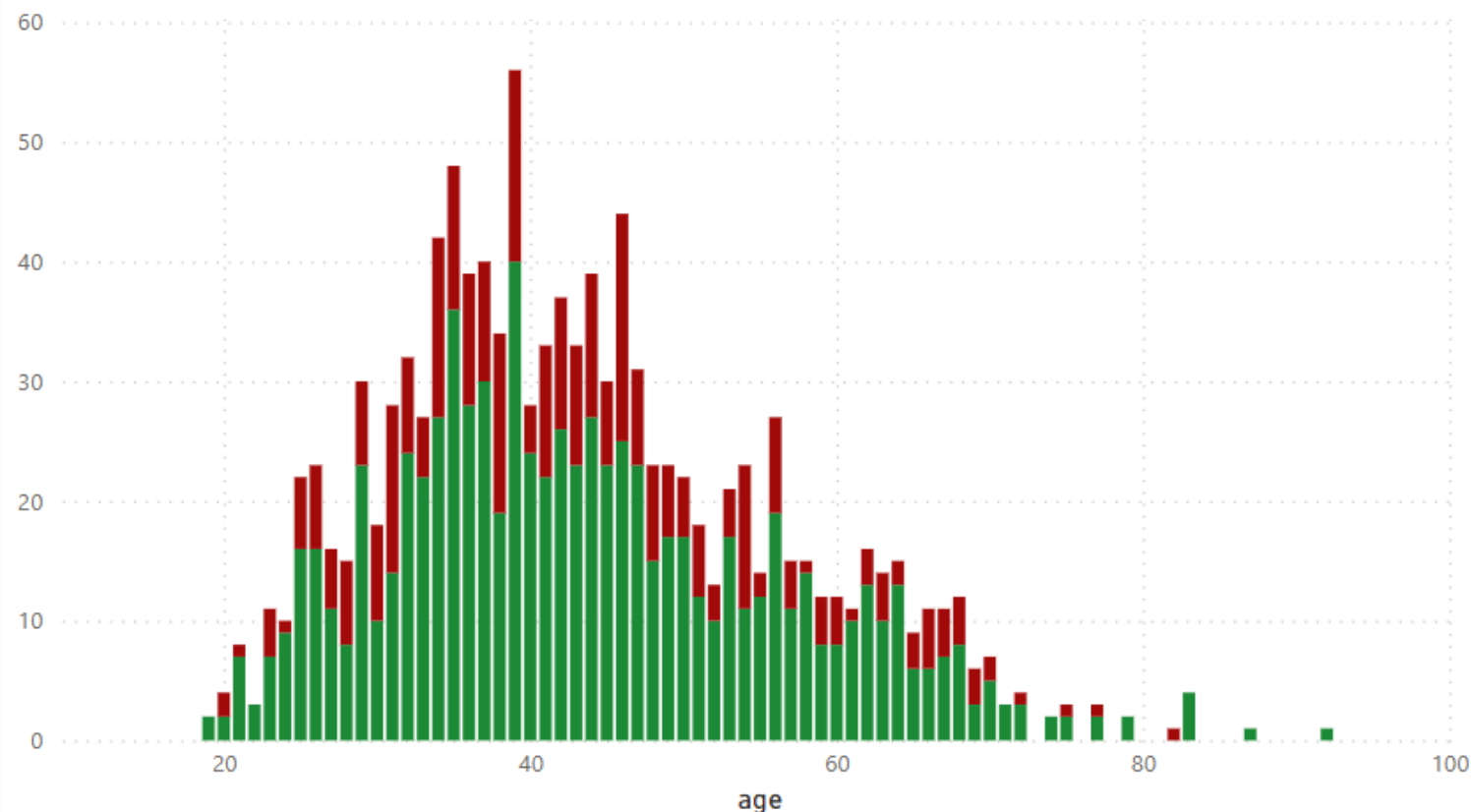
68,31 %
Overall positives

819
positives

68 %
positive percent

Sentiment Feedback by Age

● sentiment positive ● sentiment negative



Positive Feedback

adorable, flattering, fits nicely

color difference, cardigan style oversized

dress is gorgeous, colors are great, fabric is comfy

must-have dress for holidays and special occasions, beautifully made.

new dress batch, lovely colors, perfect fit, no wrinkles

odd sizing in bust area, beautiful pattern

soft stretchy material, flattering and nice cut

338
negatives

28,19 %
negative percent

Negative Feedback

high-waisted, 90s style, not bohemian, not what I expected

snap at the ankle are cute but bad in execution

Month Range

6

9



68,31 %

Overall positives

273

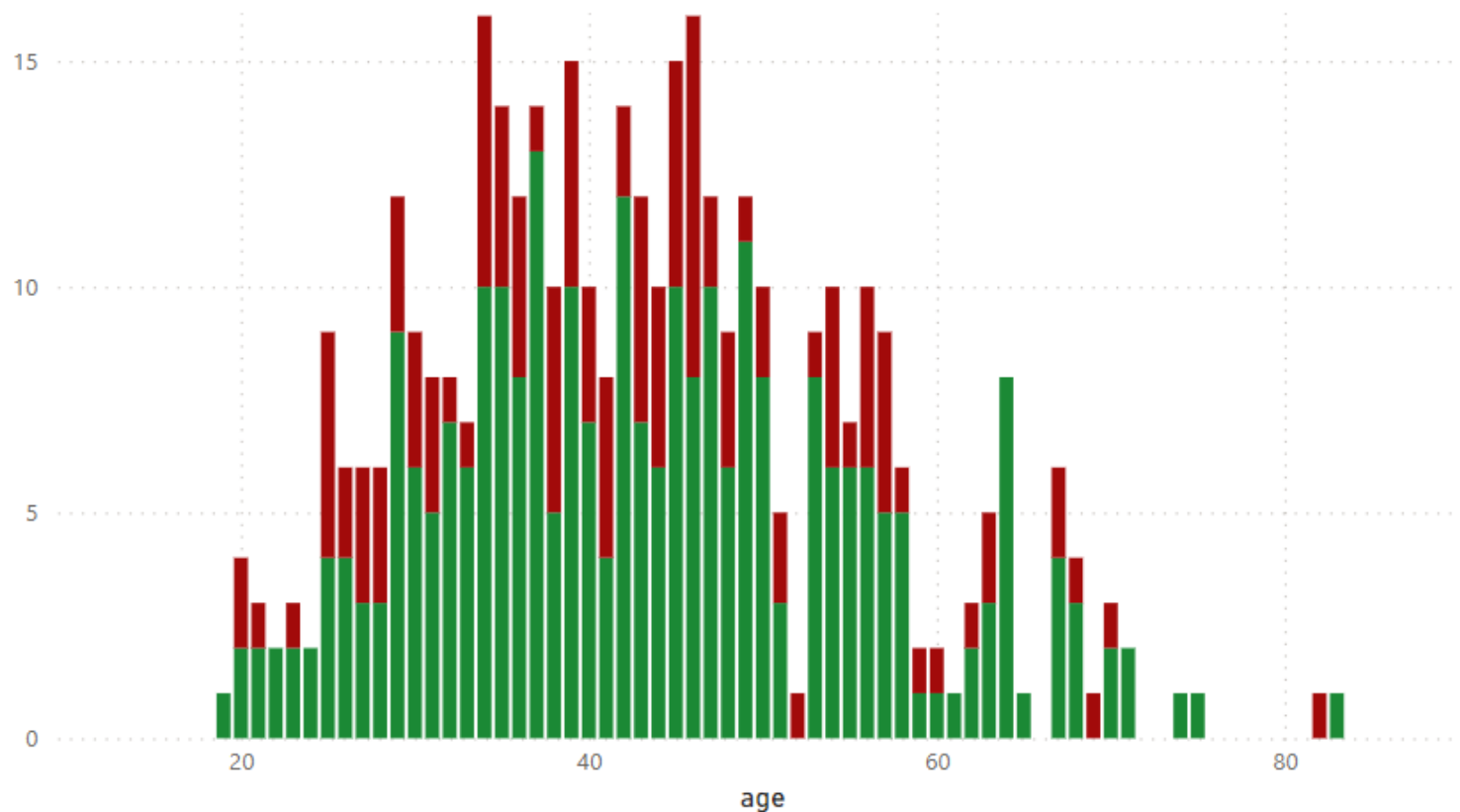
positives

67 %

positive percent

Sentiment Feedback by Age

● sentiment positive ● sentiment negative



Positive Feedback

color difference, cardigan style oversized

cute and flattering design, different and wearable, sheer white option

flattering tunic design, fits well, love the flow, worry-free for pear-shape

great lightweight coat, sizing runs small and short waisted

must-have dress for holidays and special occasions, beautifully made.

121

negatives

29,73 %

negative percent

Negative Feedback

maternity tops, small size, not flattering, wide tops