

# Customer Satisfaction & Sentiment Analysis

Date

10/1/2024 12/30/2024



NPS Category

- ☐ Detractor  
☐ Passive  
☐ Promoter

Rating

All

Ticket System

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

CSAT  
91.86%

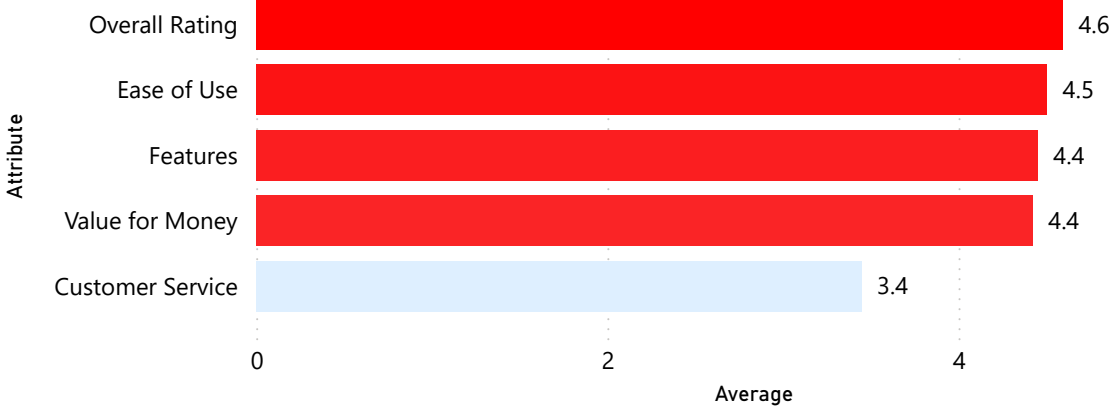
CES  
90.07%

NPS  
14.04%

Total Responden  
769

Positive Sentiment  
85.96%

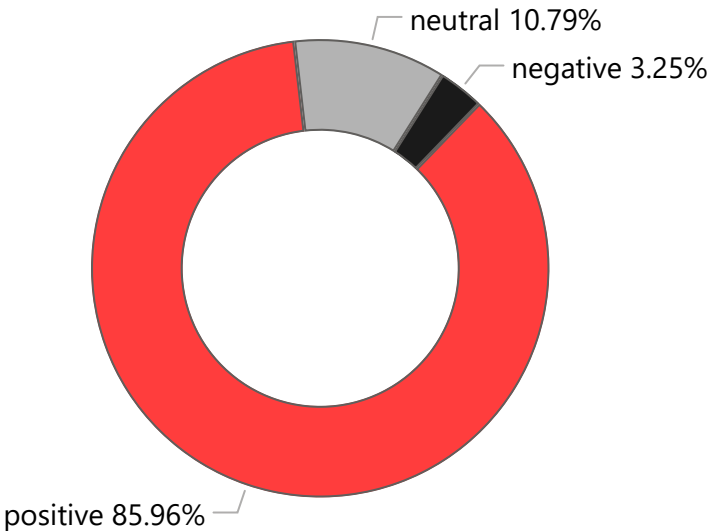
Avg Rating by Attribute



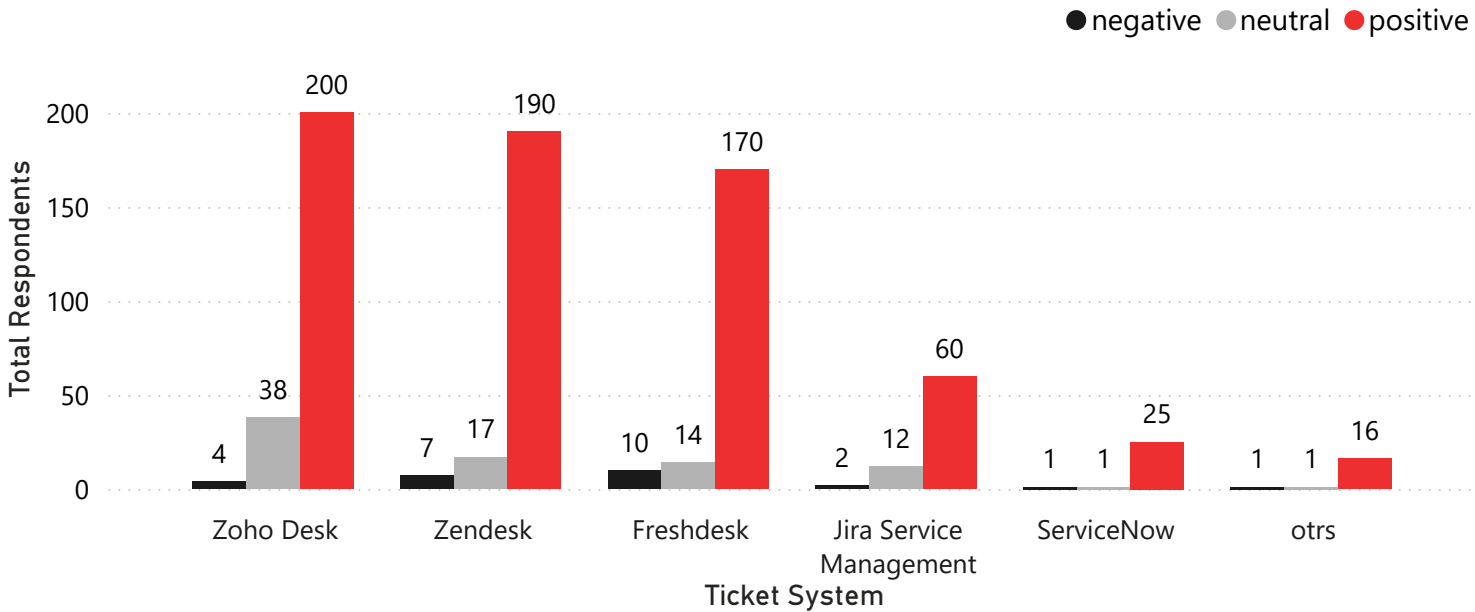
Average of Overall Rating by Ticket System



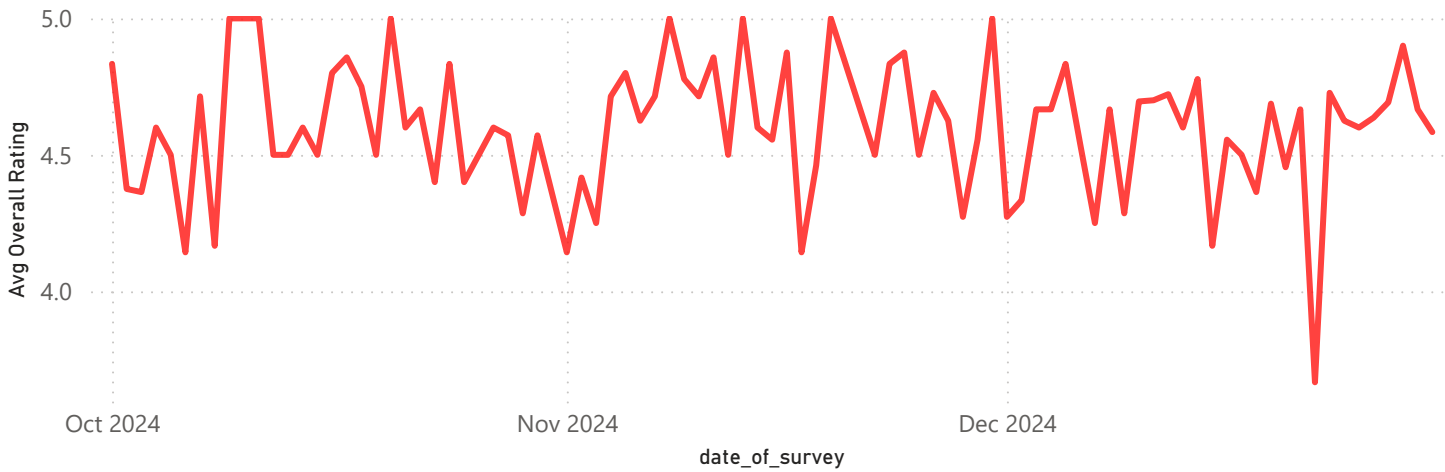
Review Classifications



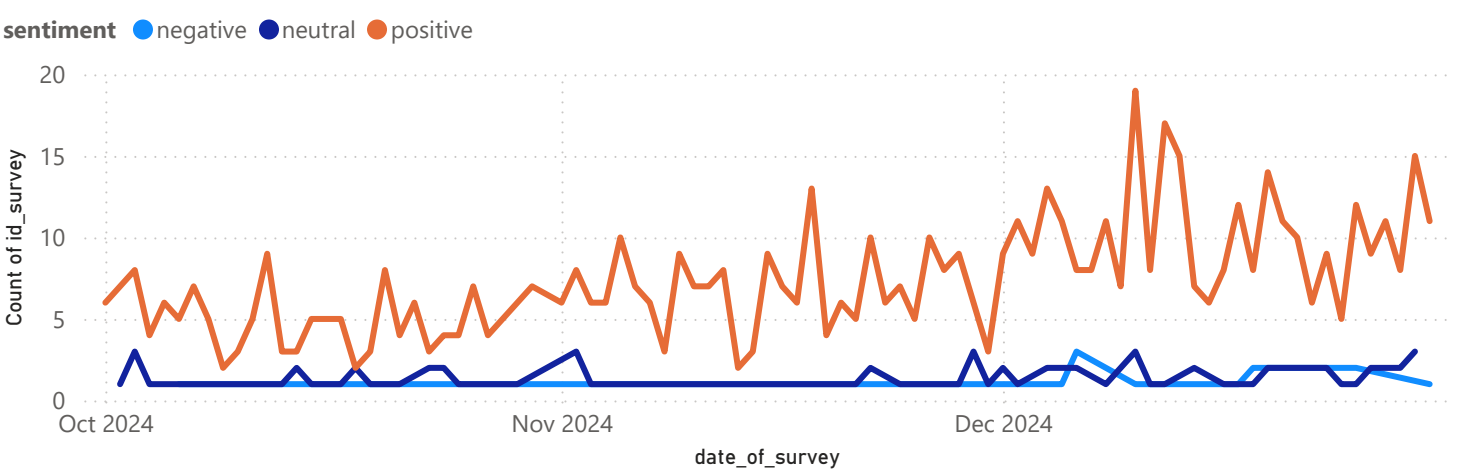
Total Respondents by Ticket System and Sentiment



Trend of Overall Rating



Trend sentiment



word, count and sentiment

