Timeperiod: Last 6 Weeks to Date

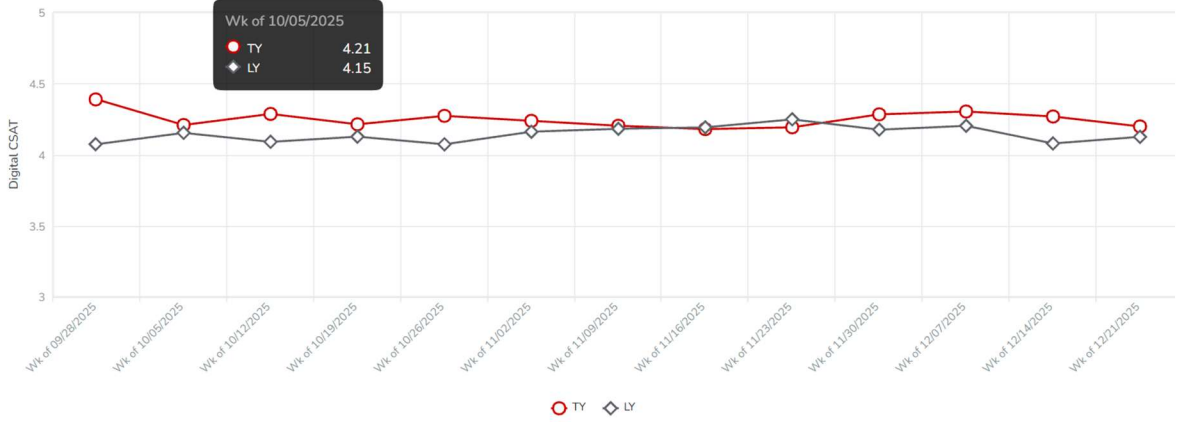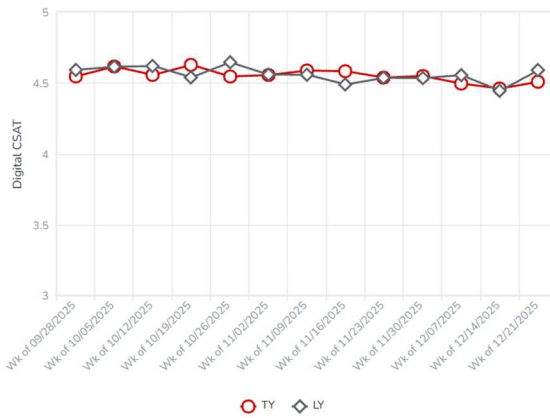| Timeperiod	Last 6 Weeks to Date ▾	

Reset   **Run**

Tech Issue Identification Dashboard

Web Page Speed CSAT

Wk of 10/05/2025
● TY   4.21
◆ LY   4.15

Digital CSAT

Wk of 09/28/2025, Wk of 10/05/2025, Wk of 10/12/2025, Wk of 10/19/2025, Wk of 10/26/2025, Wk of 11/02/2025, Wk of 11/09/2025, Wk of 11/16/2025, Wk of 11/23/2025, Wk of 11/30/2025, Wk of 12/07/2025, Wk of 12/14/2025, Wk of 12/21/2025

○ TY ◇ LY

Export ⌄

Web Ease of Checkout CSAT

Digital CSAT

Wk of 09/28/2025, Wk of 10/05/2025, Wk of 10/12/2025, Wk of 10/19/2025, Wk of 10/26/2025, Wk of 11/02/2025, Wk of 11/09/2025, Wk of 11/16/2025, Wk of 11/23/2025, Wk of 11/30/2025, Wk of 12/07/2025, Wk of 12/14/2025, Wk of 12/21/2025

○ TY ◇ LY

Export ⌄

Web Coupon Eligibility CSAT

Digital CSAT

Wk of 09/28/2025, Wk of 10/05/2025, Wk of 10/12/2025, Wk of 10/19/2025, Wk of 10/26/2025, Wk of 11/02/2025, Wk of 11/09/2025, Wk of 11/16/2025, Wk of 11/23/2025, Wk of 11/30/2025, Wk of 12/07/2025, Wk of 12/14/2025, Wk of 12/21/2025

○ TY ◇ LY
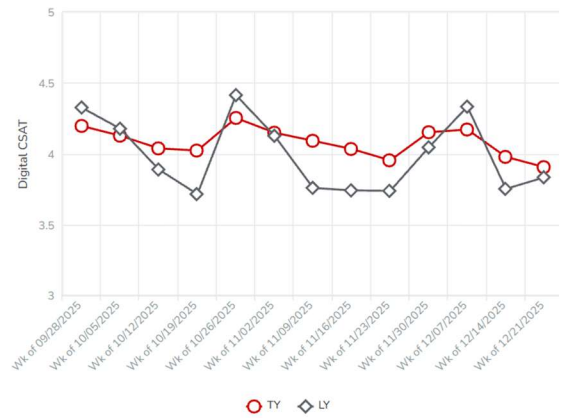
Export ⌄

Web Ease of Navigation CSAT

Digital CSAT

Wk of 09/28/2025, Wk of 10/05/2025, Wk of 10/12/2025, Wk of 10/19/2025, Wk of 10/26/2025, Wk of 11/02/2025, Wk of 11/09/2025, Wk of 11/16/2025, Wk of 11/23/2025, Wk of 11/30/2025, Wk of 12/07/2025, Wk of 12/14/2025, Wk of 12/21/2025

○ TY ◇ LY
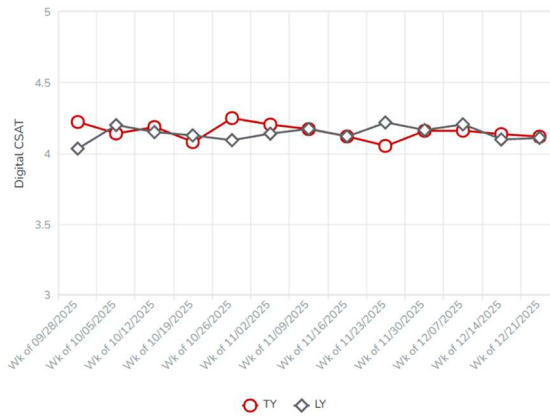
Export ⌄

Web Ability to Narrow CSAT

Digital CSAT

Wk of 09/28/2025, Wk of 10/05/2025, Wk of 10/12/2025, Wk of 10/19/2025, Wk of 10/26/2025, Wk of 11/02/2025, Wk of 11/09/2025, Wk of 11/16/2025, Wk of 11/23/2025, Wk of 11/30/2025, Wk of 12/07/2025, Wk of 12/14/2025, Wk of 12/21/2025

○ TY ◇ LY
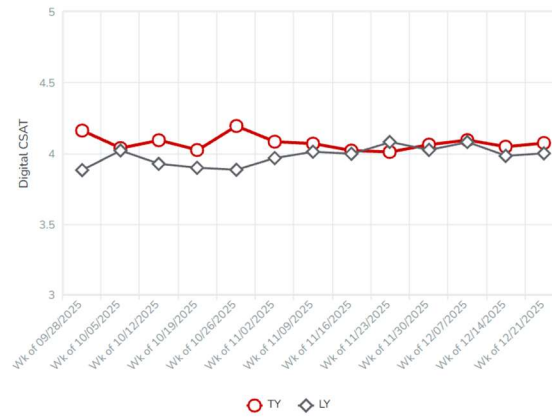
Export ⌄

Web Last Week vs. 13 Weeks Trend

	Wk of 12/21/2025	+/- 13 Wks Prior	+/- LY
Page speed	4.20	-0.05	0.07
Ease of checkout	4.51	-0.04	-0.08
Coupon eligibility	3.90	-0.17	0.07
Ease of Navigation	4.12	-0.03	0.01
Ability to Narrow	4.07	0.01	0.07

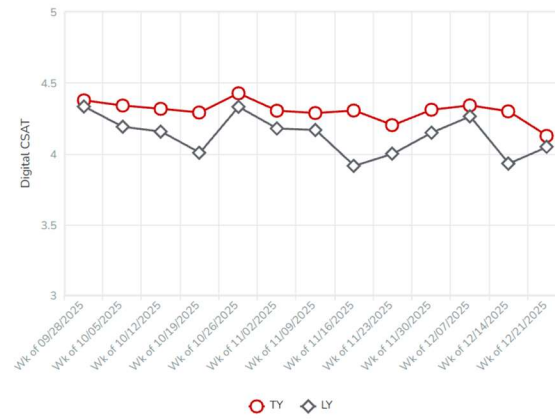≤-0.09 = Red; 0.0 – 0.09 = Yellow; ≥ +0.09 = Green

Export ⌄

App Page Speed CSAT

Digital CSAT

Wk of 09/28/2025, Wk of 10/05/2025, Wk of 10/12/2025, Wk of 10/19/2025, Wk of 10/26/2025, Wk of 11/02/2025, Wk of 11/09/2025, Wk of 11/16/2025, Wk of 11/23/2025, Wk of 11/30/2025, Wk of 12/07/2025, Wk of 12/14/2025, Wk of 12/21/2025

Wk of 11/23/2025
● TY   4.50
◆ LY   4.48

○ TY ◇ LY
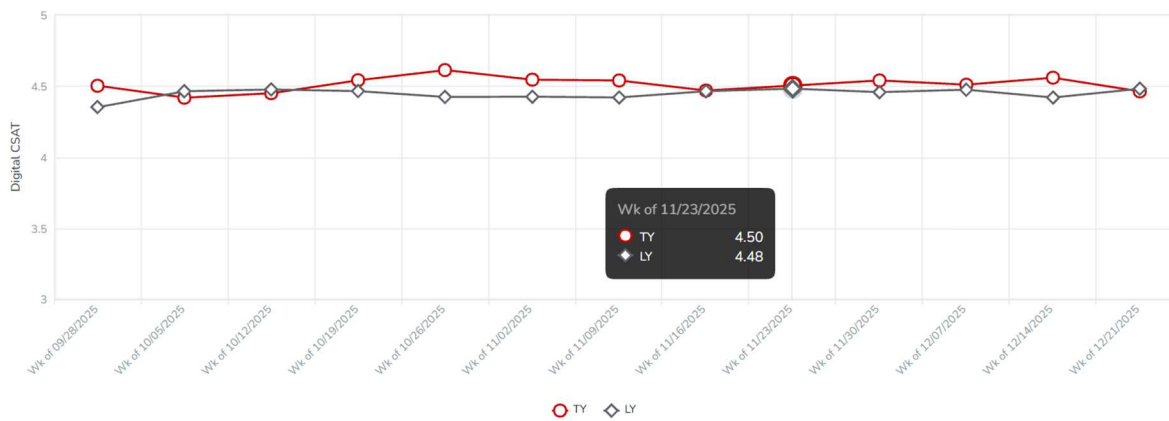
Export ⌄

App Ease of Checkout CSAT

Digital CSAT

Wk of 09/28/2025 · Wk of 10/05/2025 · Wk of 10/12/2025 · Wk of 10/19/2025 · Wk of 10/26/2025 · Wk of 11/02/2025 · Wk of 11/09/2025 · Wk of 11/16/2025 · Wk of 11/23/2025 · Wk of 11/30/2025 · Wk of 12/07/2025 · Wk of 12/14/2025 · Wk of 12/21/2025

○ TY ◇ LY
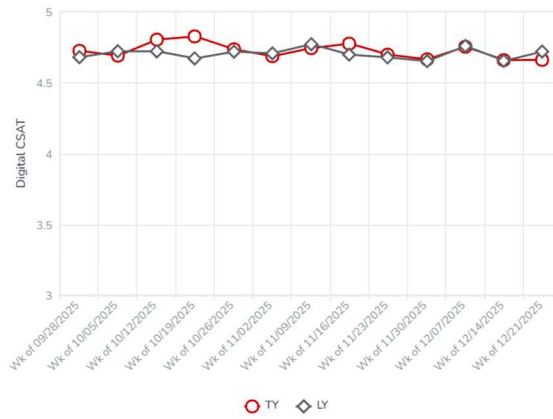
Export ⌄

App Coupon Eligibility CSAT

Digital CSAT

Wk of 09/28/2025 · Wk of 10/05/2025 · Wk of 10/12/2025 · Wk of 10/19/2025 · Wk of 10/26/2025 · Wk of 11/02/2025 · Wk of 11/09/2025 · Wk of 11/16/2025 · Wk of 11/23/2025 · Wk of 11/30/2025 · Wk of 12/07/2025 · Wk of 12/14/2025 · Wk of 12/21/2025

○ TY ◇ LY

Export ⌄

App Ease of Navigation CSAT

Digital CSAT

Wk of 09/28/2025 · Wk of 10/05/2025 · Wk of 10/12/2025 · Wk of 10/19/2025 · Wk of 10/26/2025 · Wk of 11/02/2025 · Wk of 11/09/2025 · Wk of 11/16/2025 · Wk of 11/23/2025 · Wk of 11/30/2025 · Wk of 12/07/2025 · Wk of 12/14/2025 · Wk of 12/21/2025

○ TY ◇ LY
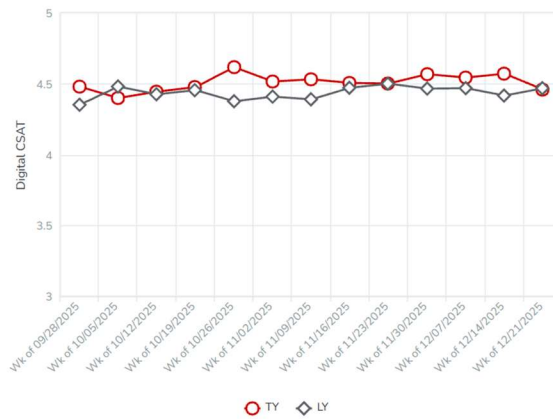
Export ⌄

App Ability to Narrow CSAT

Digital CSAT

Wk of 09/28/2025 · Wk of 10/05/2025 · Wk of 10/12/2025 · Wk of 10/19/2025 · Wk of 10/26/2025 · Wk of 11/02/2025 · Wk of 11/09/2025 · Wk of 11/16/2025 · Wk of 11/23/2025 · Wk of 11/30/2025 · Wk of 12/07/2025 · Wk of 12/14/2025 · Wk of 12/21/2025

○ TY ◇ LY
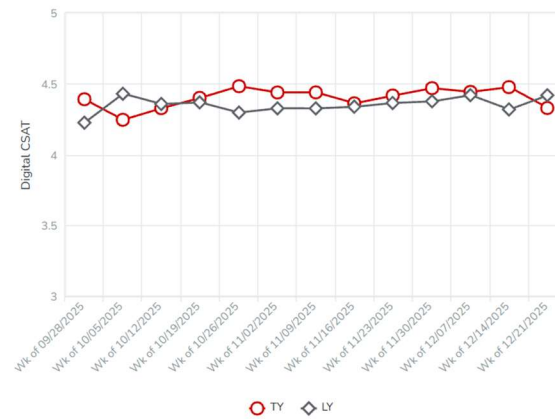
Export ⌄

App Last Week vs. 13 Weeks Trend

	Wk of 12/21/2025	+/- 13 Wks Prior	+/- LY
Page speed	4.46	-0.05	-0.02
Ease of checkout	4.66	-0.06	-0.06
Coupon eligibility	4.12	-0.17	0.08
Ease of Navigation	4.46	-0.06	-0.01
Ability to Narrow	4.33	-0.08	-0.09

≤-0.09 = Red; 0.0 – 0.09 = Yellow; ≥ +0.09 = Green

Export ⌄

Web Verbatims

Response Date	Comments	FullStory Recording URL	Digital Survey Type
1/1/26 1:15 PM	I simply wanted one item which I found and ordered easy.		Completed Checkout
1/1/26 1:05 PM	Was unable to use my wife's credit card account and points balance because she forgot her password, and she changed her email address.		Completed Checkout
1/1/26 12:22 PM	Filtering function needs improvement and the launch of a new window at the click on any item might benefit from more judicious application.		Shopping
1/1/26 11:53 AM	Show me how to use my star money		Completed Checkout
1/1/26 11:47 AM	Trying to sign in account		Credit
1/1/26 11:39 AM	I worked in retail for 15 years. Your search engine is complete shit. It's time consuming and doesn't narrow sufficiently. I was literally looking for a black women's belt and in pulled 20+ pages!! Some of the pages included purses and women's clothes. Look at JJILL and Bloomingdales for customer friendly search engines. Forcing customers to look at add'l merchandise because a search won't narrow sufficiently doesn't entice them to buy more--it just makes them irritated and tired.		Shopping
1/1/26 11:13 AM	I love the website ! Easy to maneuver and understand. Macys is my favorite place to shop online.		Completed Checkout

App Verbatims

Response Date	Comments	FullStory Recording URL	Digital Survey Type
1/1/26 11:28 AM	Trying to track my order is impossible! I click on tracking and it wants email and password! I don't have that and refuse to play a dumb game! Cute outfit but Amazon has a customer friendly system!		General
1/1/26 11:11 AM	THE LINK SENT ON NEW YEAR'S DAY IS NOT WORKING. ERROR MESSAGE RECEIVED REGARDING SERVER.		General
1/1/26 11:09 AM	My receipt said to download the app so I could enter for a chance to win a VIP trip to the hundredth parade in 2026 and it will not let me do it		General
1/1/26 10:24 AM	Size and fit filters dont always work		Product Detail
1/1/26 9:11 AM	Seeing an old Amex macys card which I cant remove. Makes it hard to view my current card .		My Account
1/1/26 8:01 AM	I ordered a purse online on 12/23/25 and it's January 1 now and said still processing the order, should've received by now!		My Account
12/31/25 1:01 PM	When I save a product for later. I'd like it removed from my cart. More reviews. Similar type products appearing after clicking on an item would be nice. Not just from the same designer. A perfect example of a site that works well is the Nordstrom.	FullStory Recording URL	Product Detail