CX Analytics Dashboard

Customer Success Analytics

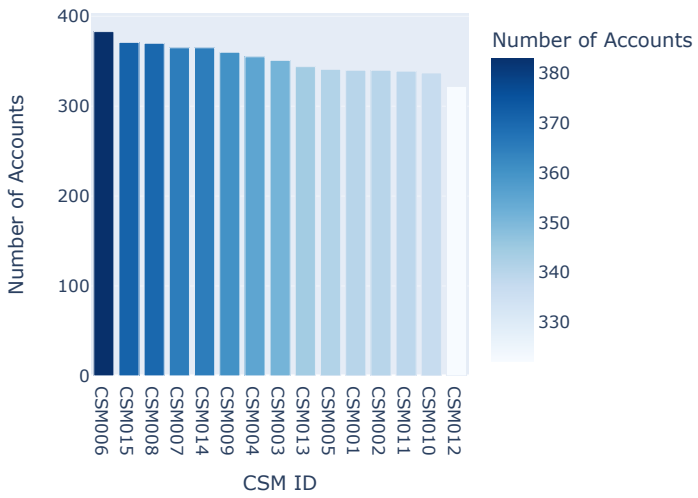
Last Updated: 2025-10-29 10:52

- Executive Overview
- Health & Risk Monitor
- Adoption & Engagement
- User Flow & Timeline
- Retention Analysis
- Revenue Analytics
- CSM Workload
- Raw Data Tables

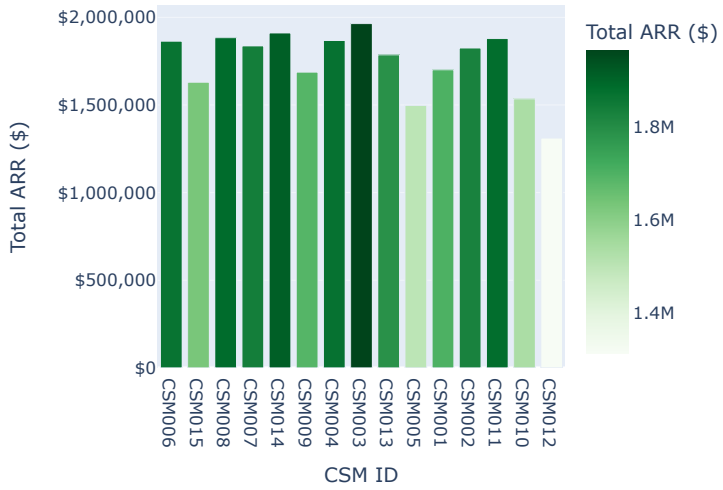
CSM Workload Dashboard

Active CSMs	Avg Accounts per C...	Avg ARR per CSM	High-Value w/o CSM
15	352.2	$1,745,396	2,358

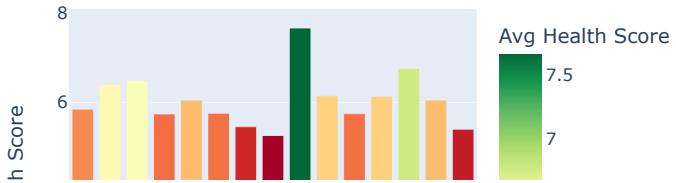
Accounts per CSM



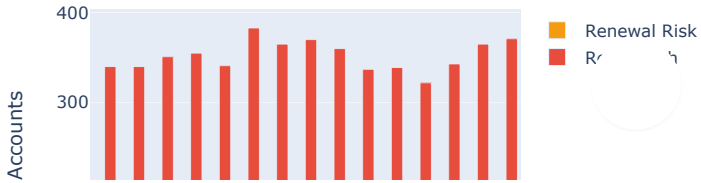
Total ARR per CSM

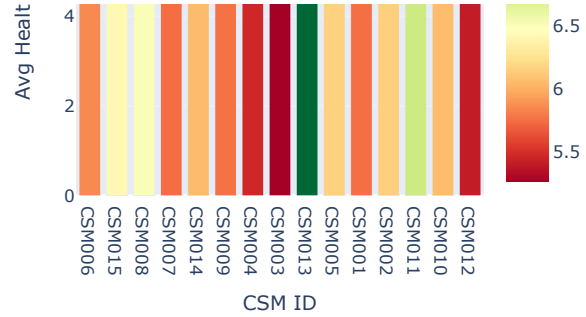


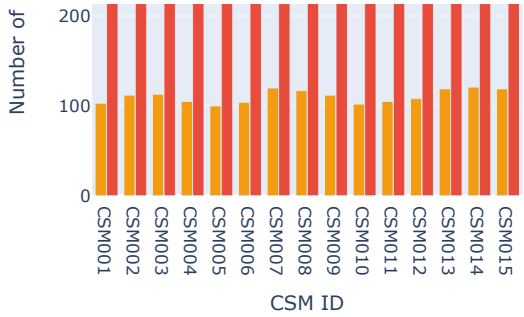
Average Health Score by CSM



At-Risk Accounts by CSM

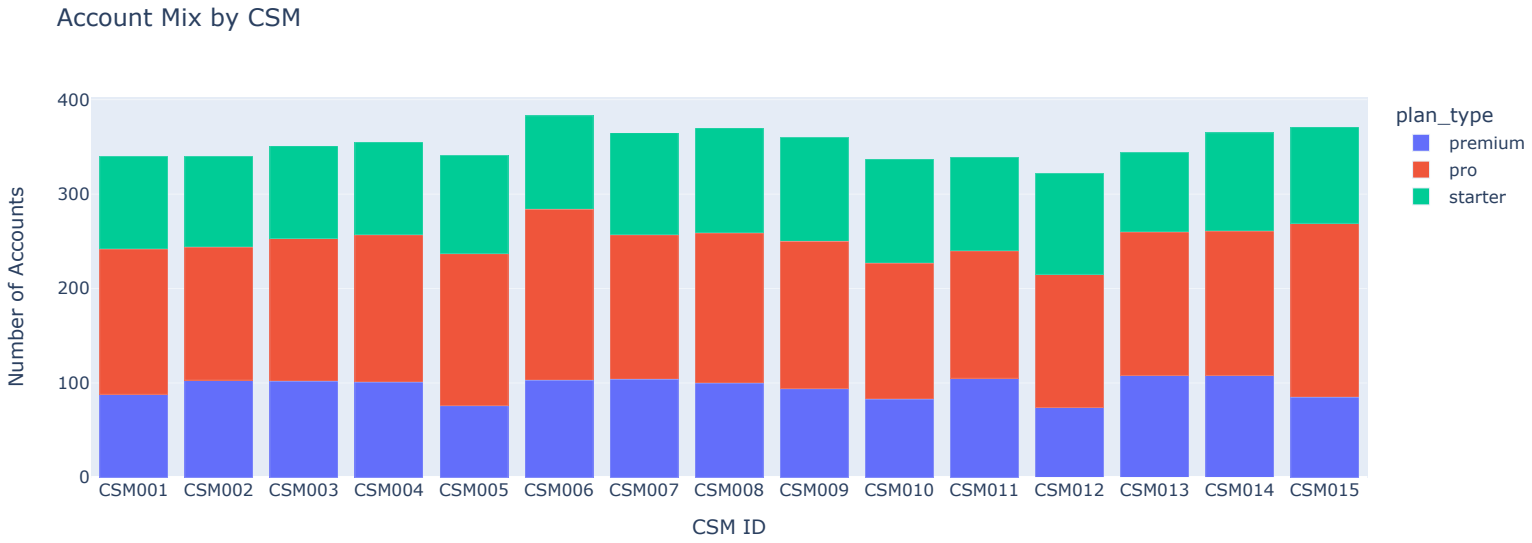






- Executive Overview
- Health & Risk Monitor
- Adoption & Engagement
- User Flow & Timeline
- Retention Analysis
- Revenue Analytics
- CSM Workload

- Raw Data Tables



CSM Performance Summary

CSM ID	Accounts	Total ARR	Avg ARR	Avg Health	Avg NPS	At Risk	Support Tickets
filter da							
CSM001	340	$1,700,911	$5,003	5.8	20.3	103	444
CSM002	340	$1,825,248	$5,368	6.1	16.2	112	460
CSM003	351	$1,964,445	$5,597	5.3	16.5	113	537

Executive Overview
Health & Risk Monitor
Adoption & Engagement
User Flow & Timeline
Retention Analysis
Revenue Analytics
CSM Workload
Raw Data Tables

CSM004	355	$1,867,979	$5,262	5.5	19.6	105	507
CSM005	341	$1,497,483	$4,391	6.2	17.5	100	429
CSM006	383	$1,863,831	$4,866	5.9	17.7	104	513
CSM007	365	$1,837,265	$5,034	5.8	16.2	120	512
CSM008	370	$1,884,153	$5,092	6.5	19.3	117	584
CSM009	360	$1,687,299	$4,687	5.8	18.7	112	477
CSM010	337	$1,535,076	$4,555	6.1	17.3	102	455
CSM011	339	$1,879,083	$5,543	6.8	16.8	105	492
CSM012	322	$1,311,312	$4,072	5.4	20.2	108	417
CSM013	344	$1,786,114	$5,192	7.7	17.5	119	465
CSM014	365	$1,911,109	$5,236	6.1	16.9	121	475
CSM015	371	$1,629,638	$4,393	6.4	18.0	119	538