CX Analytics Dashboard
Customer Success Analytics

Last Updated: 2025-10-29 10:52

Health & Risk Monitor

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Red Health Acco...	At Renewal Risk	NPS Detractors	Avg Health Score
⚠ 9,999	📅 3,606	👎 10	💚 6.8

Health Score Distribution by Tier

Average Health Component Scores

Renewal Pipeline by Health Status

Support Tickets vs Health Score

Executive Overview

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Revenue Analytics
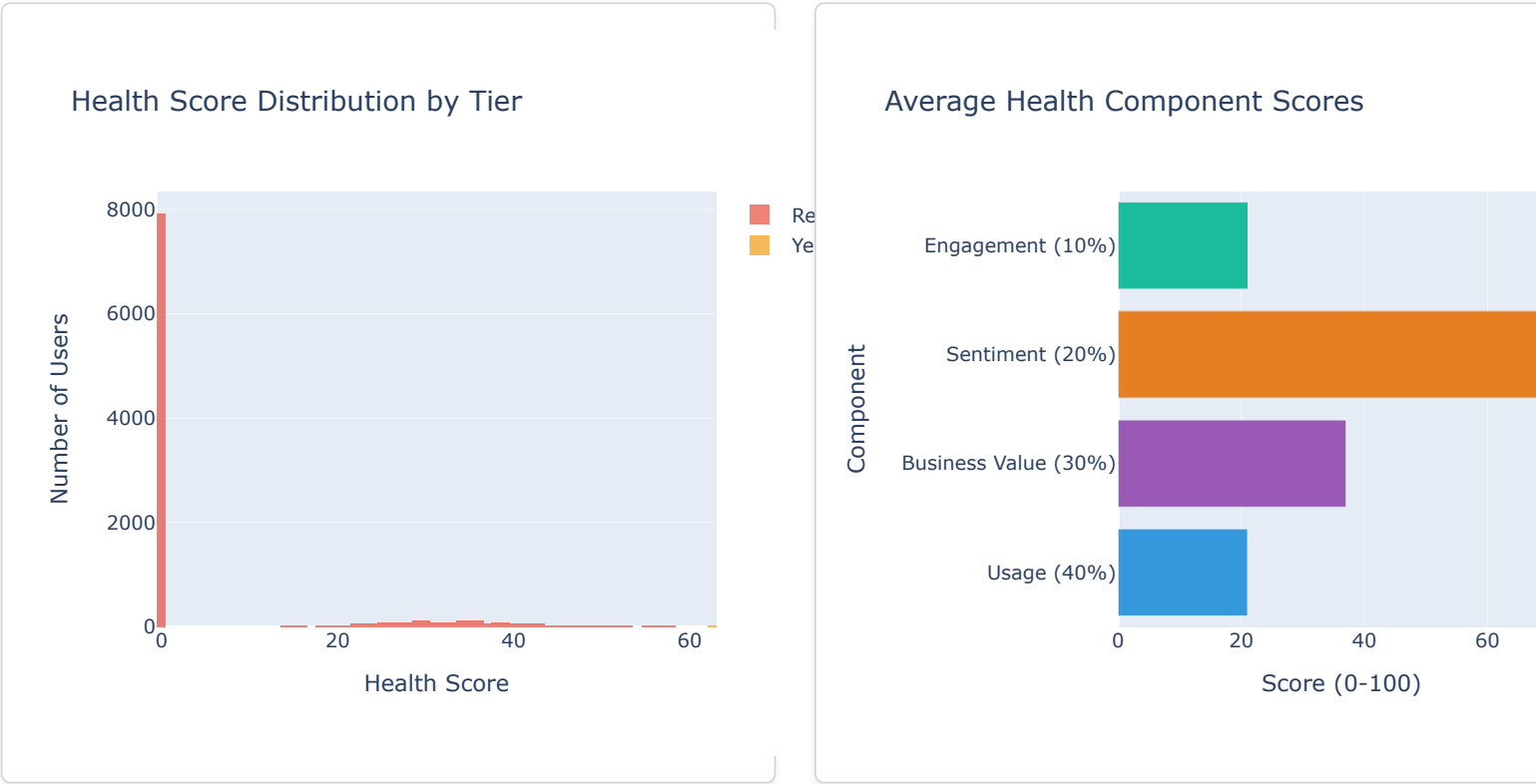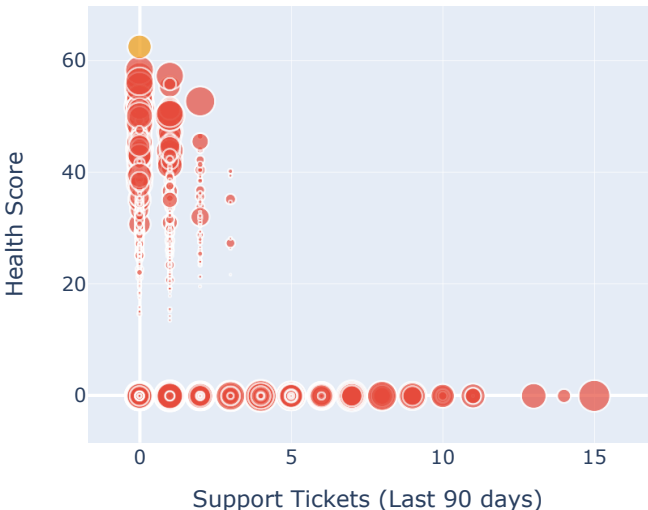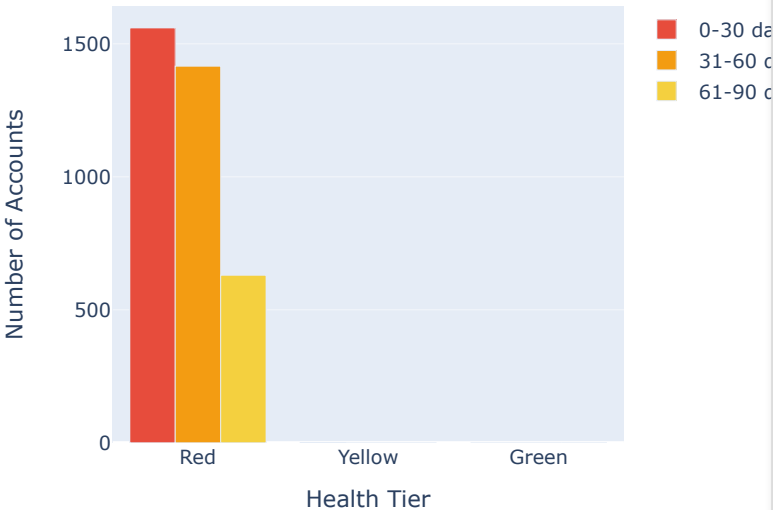
CSM Workload

Raw Data Tables

Red Health Accounts (Top 20 by ARR)

User ID	Plan	ARR	Health Score	Days to Renewal	NPS	Support Tickets
8261	premium	$35,808	0.0	40	−43	4
2587	premium	$35,106	0.0	339	0	15
3825	premium	$33,604	0.0	309	0	1
5644	premium	$33,355	0.0	286	58	7
9490	premium	$32,828	0.0	285	31	4
5484	premium	$32,547	0.0	64	68	1
7904	premium	$32,227	0.0	60	−11	1
6098	premium	$31,933	0.0	4	−22	3
6547	premium	$31,887	0.0	200	57	1

| 4113 | premium | $31,332 | 0.0 | 294 | 66 | 3 |

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Top NPS Detractors

user_id	plan_type	annual_revenue	nps_score	health_score
8261	premium	35808.17	-43	0
7904	premium	32227.43	-11	0
6098	premium	31933	-22	0
1347	premium	31105.39	-35	51.72400882256758
7966	premium	30927.05	-5	0
7736	premium	30120.98	-41	52.73411427615541
9874	premium	29802.08	-6	0
357	premium	28972.35	-14	0
5304	premium	28831.05	-31	0
6541	premium	28770.75	-10	0