


# CX Analytics Dashboard

Customer Success Analytics

Last Updated: 2025-10-29 10:52


## CSM Workload Dashboard

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




Active CSMs

15




Avg Accounts per C...

352.2



Avg ARR per CSM

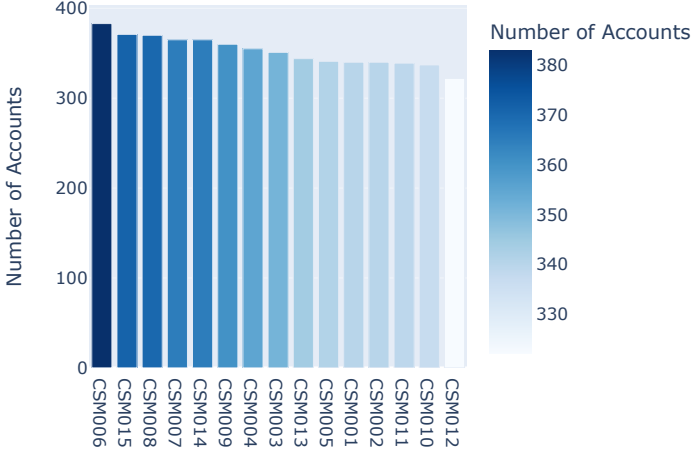
\$1,745,396



High-Value w/o CSM

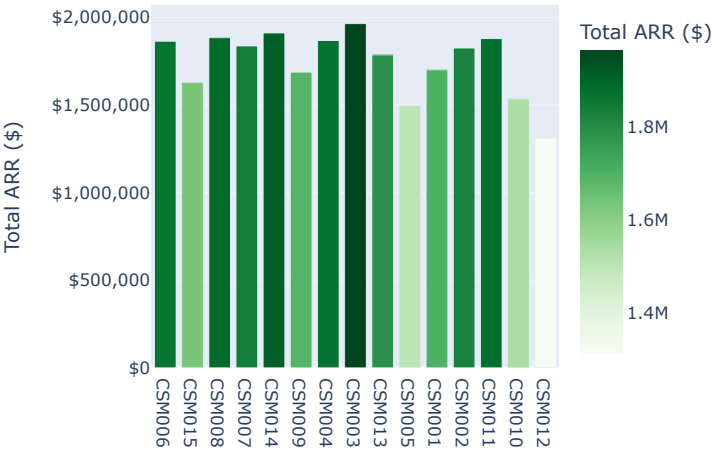
2,358

Accounts per CSM



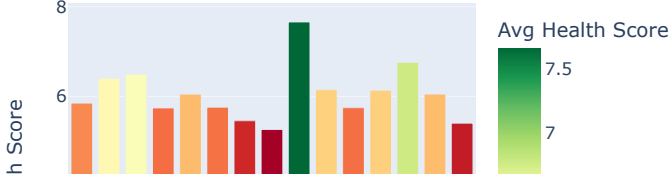
CSM ID	Number of Accounts
CSM006	380
CSM015	375
CSM008	370
CSM007	365
CSM014	360
CSM009	355
CSM004	350
CSM003	345
CSM013	340
CSM005	335
CSM001	330
CSM002	330
CSM011	330
CSM010	330
CSM012	330

Total ARR per CSM



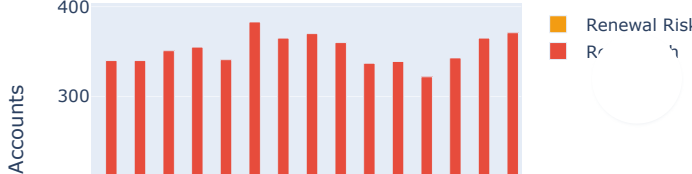
CSM ID	Total ARR (\$)
CSM006	\$1,800,000
CSM015	\$1,600,000
CSM008	\$1,800,000
CSM007	\$1,800,000
CSM014	\$1,800,000
CSM009	\$1,600,000
CSM004	\$1,800,000
CSM003	\$1,900,000
CSM013	\$1,700,000
CSM005	\$1,500,000
CSM001	\$1,700,000
CSM002	\$1,800,000
CSM011	\$1,800,000
CSM010	\$1,500,000
CSM012	\$1,300,000

Average Health Score by CSM



CSM ID	Avg Health Score
CSM006	6.0
CSM015	6.5
CSM008	6.5
CSM007	6.0
CSM014	6.0
CSM009	6.0
CSM004	6.0
CSM003	6.0
CSM013	6.0
CSM005	6.0
CSM001	6.0
CSM002	6.0
CSM011	6.0
CSM010	6.0
CSM012	6.0

At-Risk Accounts by CSM

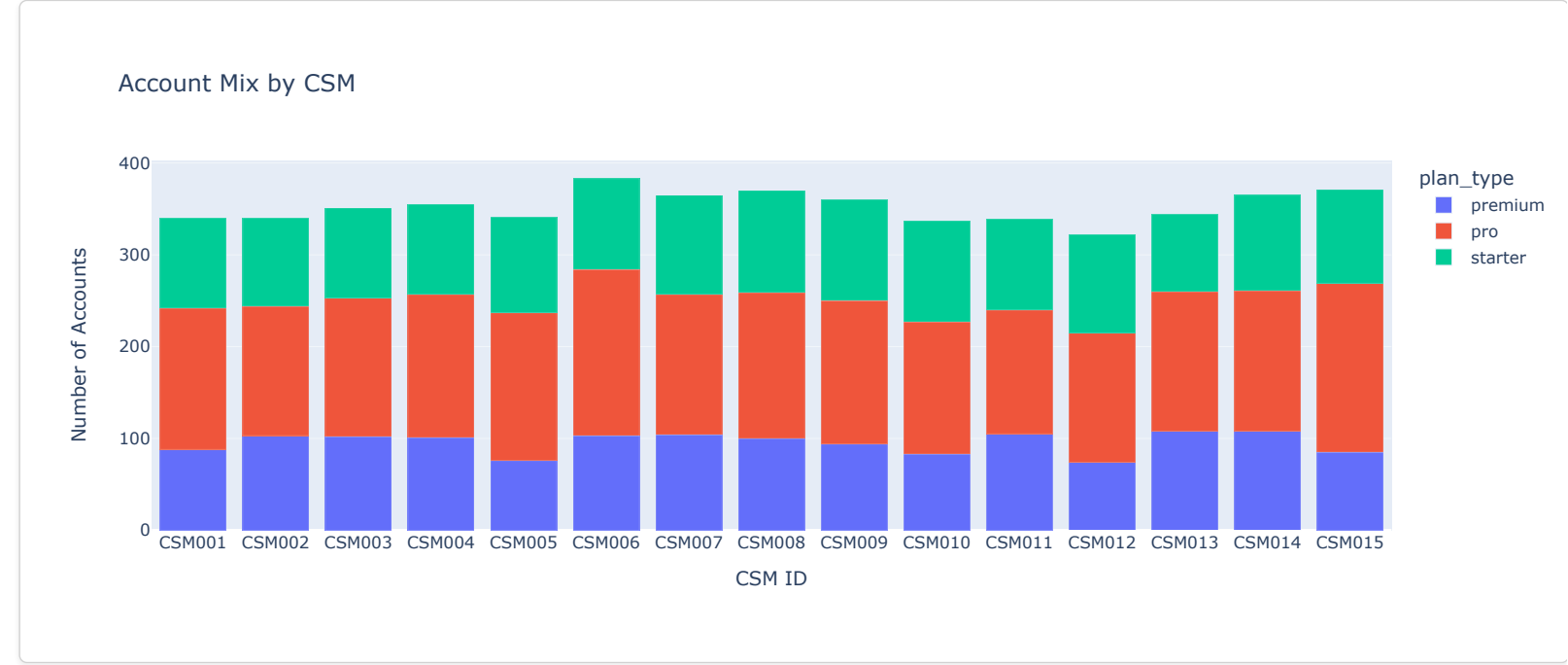
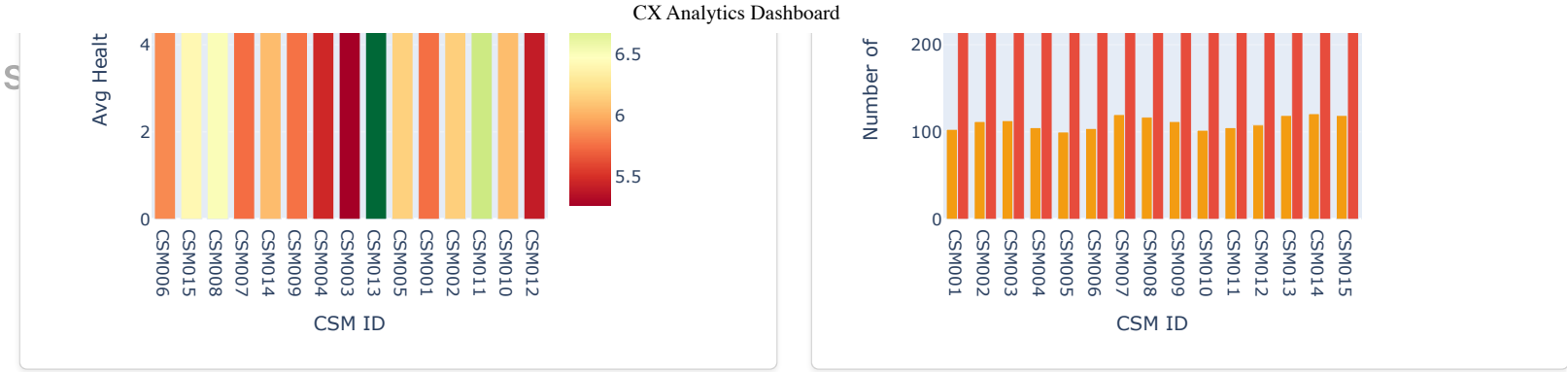


CSM ID	At-Risk Accounts
CSM006	340
CSM015	340
CSM008	350
CSM007	350
CSM014	380
CSM009	360
CSM004	370
CSM003	360
CSM013	340
CSM005	340
CSM001	320
CSM002	340
CSM011	360
CSM010	370
CSM012	370

localhost:8050/csm-workload

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CSM Performance Summary							
CSM ID	Accounts	Total ARR	Avg ARR	Avg Health	Avg NPS	At Risk	Support Tickets
filter data							
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

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

 Executive Overview

 Health & Risk  
Monitor

 Adoption &  
Engagement

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