



GSS

Customer satisfaction (CSAT) surveys

Ruttaphong W. | 14 November 2022

What are

measure customer satisfaction?

Why use

customer satisfaction surveys?

How to

measure customer satisfaction?

Types of customer experience surveys

When to

measure customer satisfaction?



กรุณาช่วยประสิทธิการณของท่าน เพื่อให้เราบริการได้ดียิ่งขึ้นในครั้งต่อไป

Your feedback is important to us.

Please select language:

ภาษาไทย

Eng

Time Frame

Nov 1, 2022 - Nov 30, 2022

NPS-Score

25

No data

Comparison with previous period



This Year

Net Promoter Score (NPS) is a customer loyalty and satisfaction measurement taken from asking customers how likely they are to recommend your product or service to others

Percentile Satisfaction Score

80.83%

No data

Comparison with previous period



This Year

Average satisfaction score from customers

Record Count

8

↑ N/A

Comparison with previous period



This Year

Number of customers participated in customers satisfaction survey

**Turn customer feedback
into action**

Guest Satisfaction Survey
(GSS)



14 Nov 22 by Rutthaphong/IT