

Ticket System Customer Satisfaction Report

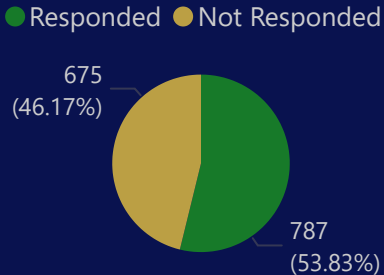
Ticket System

All

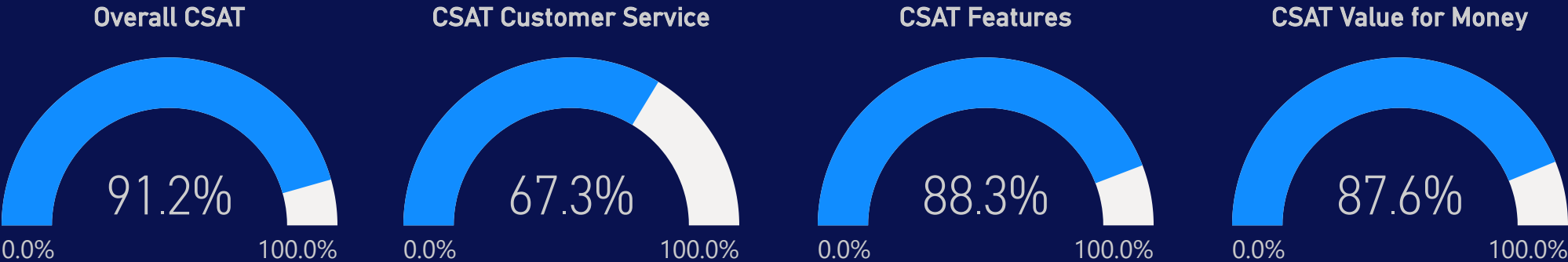
Survey Date

10/1/2024 12/30/2024

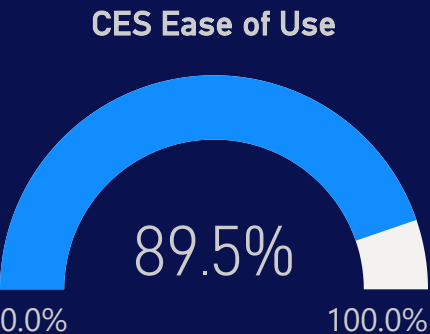
Survey Response



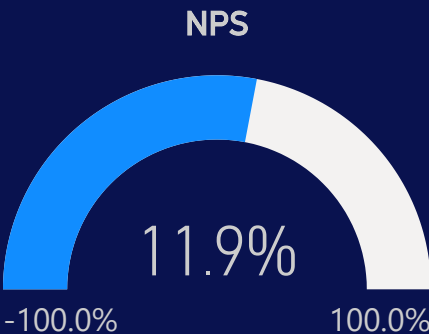
Customer Satisfaction



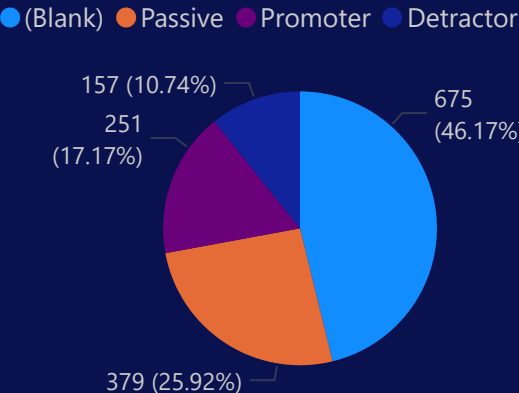
Customer Effort



Net Promoter Score



NPS Category

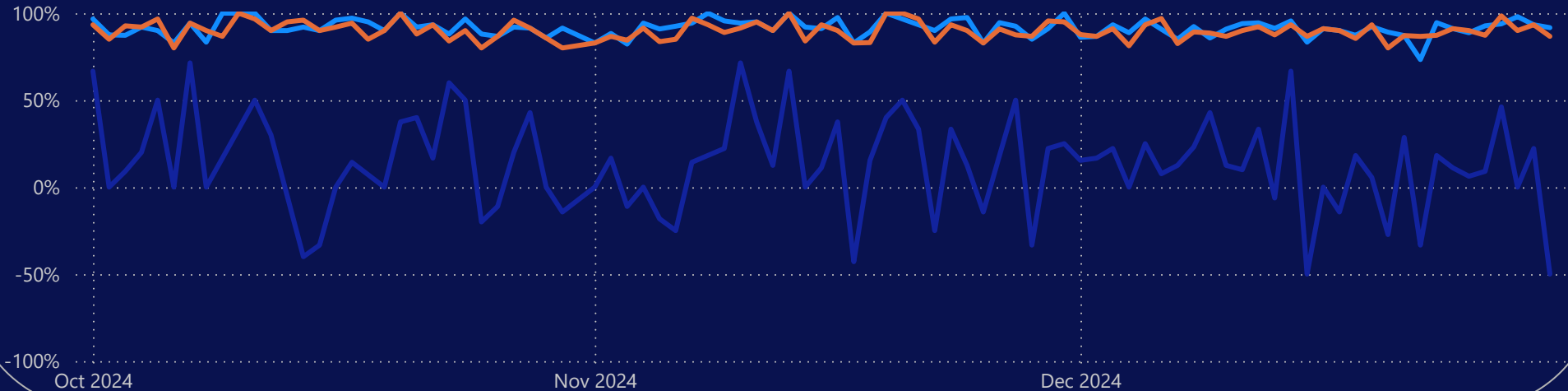


Survey by Ticketing System

Ticket System	Responded	CSAT	NPS
Freshdesk	355	92.1%	24.4%
Jira Service Management	144	91.7%	8.0%
otrs	36	91.1%	22.2%
ServiceNow	54	90.4%	14.8%
Zendesk	435	90.8%	6.3%
Zoho Desk	438	90.8%	7.2%
Total	1462	91.2%	11.9%

Score Over Time

CSAT NPS CES



Ticket System Customer Sentiment Report

Ticket System

All

Survey Date

10/1/2024

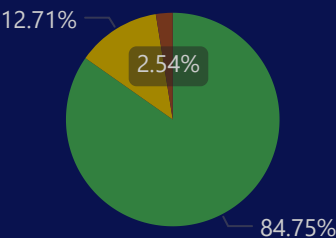


12/30/2024



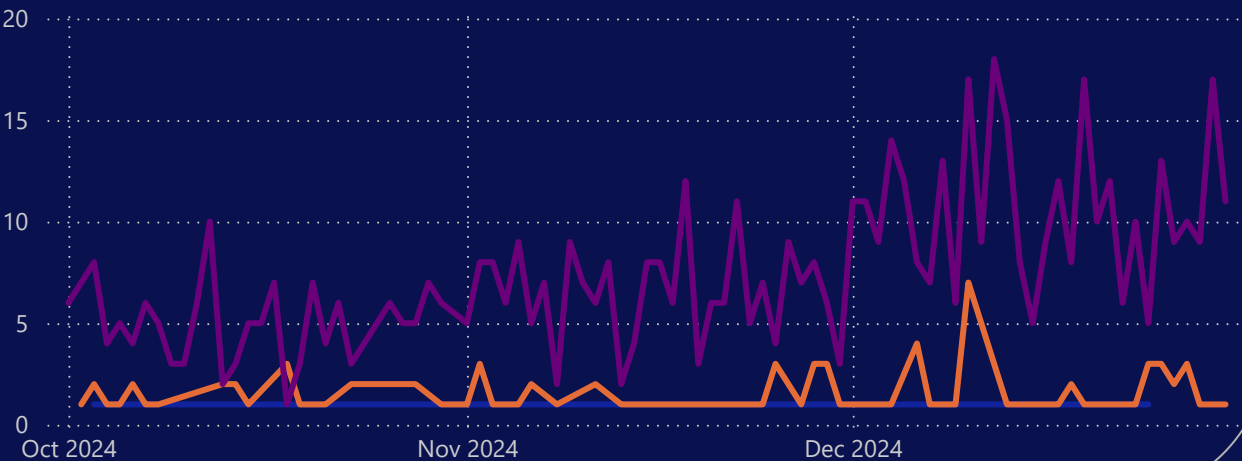
Customer Sentiment

Positive Neutral Negative



Sentiment Over Time

Negative Neutral Positive



Sentiment by Ticketing System

Negative Neutral Positive

Ticket System

