

# Customer Success KPI Dashboard

## Key Metrics Summary:

- Customer Satisfaction (CSAT): 87%
- Feature Adoption Rate: 72%
- Churn Risk Accounts: 4
- Avg. Support Ticket Resolution Time: 6 hrs
- Monthly Active Users: 1,250
- Renewal Likelihood Score: 82%

## Insights:

- Most support tickets are related to onboarding.
- Accounts with low usage are 3x more likely to churn.
- New feature adoption increased by 15% after email campaign.
- High satisfaction correlates with training participation.