FEEDBACK- CSAT Calculation

After a shipment is delivered/undelivered/picked/unpicked (after an attempt) a message is sent to customer with below link to provide service feedback.

Feedback received in the form of rating and free text from below link

**#donot submit any feedback in below link**

[https://portal.ekartlogistics.com/xpec/feedback/Rk1QUDIyMzYxNDk1ODEqKlMxNjYzMzkxMTEqKjExMDczODU4/](https://www.google.com/url?q=https%3A%2F%2Fportal.ekartlogistics.com%2Fxpec%2Ffeedback%2FRk1QUDIyMzYxNDk1ODEqKlMxNjYzMzkxMTEqKjExMDczODU4%2F&sa=D&sntz=1&usg=AFQjCNFzWwoxMf26bqLFYV2diJRVVvNK2Q)

If the Customer is happy the rating is 3 with no comments

If Customer feedback is Neutral the rating is 2 with no comments

If Customer is Bad the rating is 1 with comments

In case of Undelivered/Unpicked then the rating is -1

To calculated the CSAT for non large we do not consider below feedback where:

* Customer dependency is there: Request for reschedule /Customer not responding
  + shipmentstatus in ('NotPicked\_Attempted\_CustomerNoResponse','NotPicked\_Attempted\_RequestForReschedule','Undelivered\_No\_Response','Undelivered\_Request\_For\_Reschedule')
  + with customer selecting option  **I was not available at home** as option
* Large shipment:
* Customer selected other as option: Others

CSAT formula:

(#rating(3)-#rating(1)-#rating(-1))/Total rating (except customer selected other/customerdependency/large shipment)