



Week 18

from 02 to 08 June 2024

Summary

Weekly Summary



Total Responses

2

Weekly Target: 25



NET Promoter Score

50

NPS Target: 80



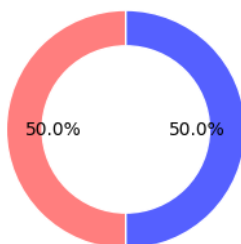
OSAT Score

100

OSAT Target: 85%

Customer Gender

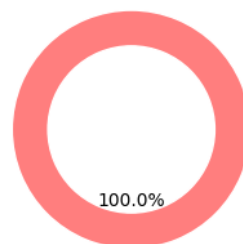
- 1 Male
- 0 Female
- 1 Prefer not to say



Unveiling Gender Distribution

Customer Experience

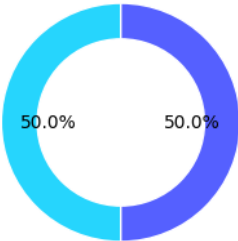
- 2 Happy
- 0 Normal
- 0 Sad



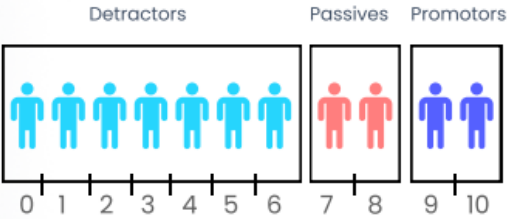
Tracking Customer Satisfaction Levels

Customer Rating (NPS)

- 0 Detractors
- 1 Passive
- 1 Promoter



NPS Pie: Customer Sentiment in a Slice



NET Promoter Score=%Promoters - %Detractors

Customer Visit Frequency

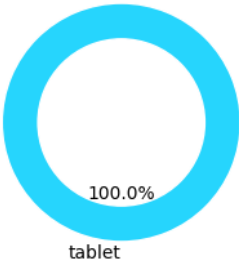
- 2 Occasionally
- 0 Monthly
- 0 Weekly



Exploring Customer Visits

Device Category

- 0% Mobile
- 100% Tablet
- 0% Desktop



Device Usage Insights