





Week 18

from 02 to 08 June 2024

Summary

Weekly Summary



Total Responses

9

Weekly Target: 25



NET Promoter Score

78

NPS Target: 80



OSAT Score

88

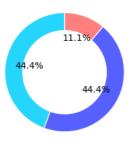
OSAT Target: 85%

Customer Gender

1 Male

4 Female

4 Prefer not to say



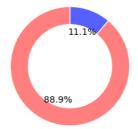
Unveiling Gender Distribution

Customer Experience

8 Happy

0 Normal

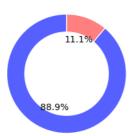
1 Sad



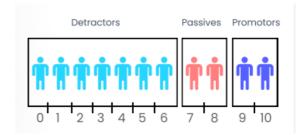
Tracking Customer Satisfaction Levels

Customer Rating (NPS)

- 1 Detractors
- 0 Passive
- 8 Promoter



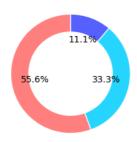
NPS Pie: Customer Sentiment in a Slice



NET Promoter Score=%Promoters - %Detractors

Customer Visit Frequency

- 5 Occasionally
- 3 Monthly
- 1 Weekly



Exploring Customer Visits

Device Category

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



Device Usage Insights

No data available