





Week 18

from 02 to 08 June 2024

Summary

Weekly Summary



Total Responses

5

Weekly Target: 25



NET Promoter Score

40

NPS Target: 80



OSAT Score

100

OSAT Target: 85%

Customer Gender

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



Unveiling Gender Distribution

Customer Experience

- 5 Happy
- 0 Normal
- Nonn
 - Sad



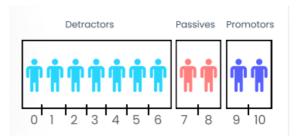
Tracking Customer Satisfaction Levels

Customer Rating (NPS)

- 1 Detractors
- 1 Passive
- 3 Promoter



NPS Pie: Customer Sentiment in a Slice



NET Promoter Score=%Promoters - %Detractors

Customer Visit Frequency

- 2 Occasionally
- 1 Monthly
- 2 Weekly



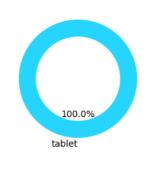
Exploring Customer Visits

Device Category

0% Mobile

100% Tablet

0% Desktop



Device Usage Insights

Submitted Date	Submitted Time	Share your Feedback
06/06/2024	13:31	Q
02/06/2024	15:09	Trfd