





### Week 18

from 02 to 08 June 2024

### **Summary**

Weekly Summary



**Total Responses** 

5

Weekly Target: 25



**NET Promoter Score** 

100

NPS Target: 80



**OSAT Score** 

100

OSAT Target: 85%

### **Customer Gender**

- 3 Male
- 0 Female
- 2 Prefer not to say



Unveiling Gender Distribution

## **Customer Experience**

- 5 Happy
- 0 Normal
- 0 Sad



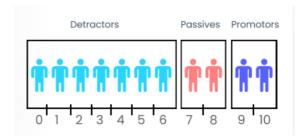
Tracking Customer Satisfaction Levels

## **Customer Rating (NPS)**

- Detractors
- 0 Passive
- 5 Promoter



NPS Pie: Customer Sentiment in a Slice



NET Promoter Score=%Promoters - %Detractors

# **Customer Visit Frequency**

- 1 Occasionally
- 3 Monthly
- 1 Weekly



**Exploring Customer Visits** 





Device Usage Insights

Submitted Date Submitted Time Share your Feedback
03/05/2024 0 40
02/06/2024 8:40 Nesta very co operative. Nice gentleman
07/06/2024 11:29 Ms Betty is great and friendly
07/06/2024 14:03 Bought a bike today. Thanks for the excellent advice and professional service by Mr. Bijan. Thank you.