



Summary

Weekly Summary



Total Responses

34

Weekly Target: 25



NET Promoter Score

76

NPS Target: 80



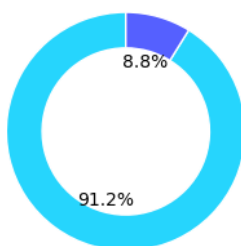
OSAT Score

91

OSAT Target: 85%

Customer Gender

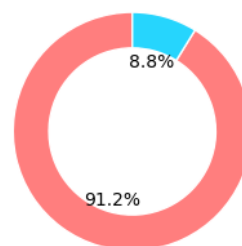
- 0** Male
- 31** Female
- 3** Prefer not to say



Unveiling Gender Distribution

Customer Experience

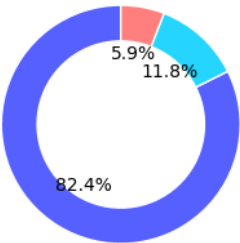
- 31** Happy
- 3** Normal
- 0** Sad



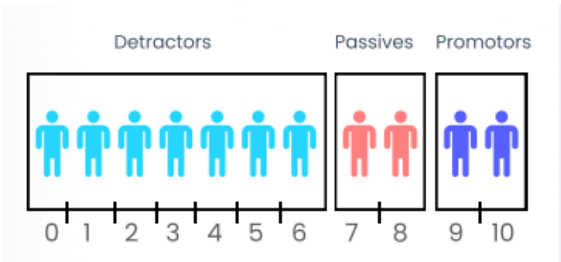
Tracking Customer Satisfaction Levels

Customer Rating (NPS)

- 2 Detractors
- 4 Passive
- 28 Promoter



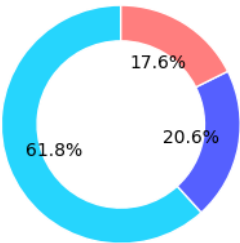
NPS Pie: Customer Sentiment in a Slice



NET Promoter Score=%Promoters - %Detractors

Customer Visit Frequency

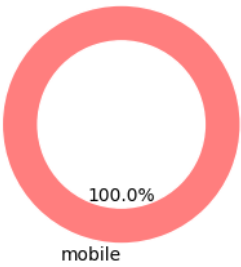
- 6 Occasionally
- 21 Monthly
- 7 Weekly



Exploring Customer Visits

Device Category

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



Device Usage Insights

Submitted Date	Submitted Time	Share your Feedback
02/06/2024	8:09	Everything I need I find great quality winter jackets are amazing oysho is better than many brands I buy from also
02/06/2024	14:09	Friendly staff . Shirine was so helpful.
02/06/2024	16:00	We have to wait to long in the fitting room to try any item since there is no available place
03/06/2024	9:15	Too much waiting at fitting room
04/06/2024	14:53	Great customer service. Nelly and the team were sure I was happy with the products I bought
05/06/2024	17:12	I love this place and
05/06/2024	17:14	Great staff
05/06/2024	17:58	Friendly staff great customer service
06/06/2024	17:10	Great quality
		Good quality and customer service