# Bershka





Week 18

from 02 to 08 June 2024

#### **Summary**

Weekly Summary



**Total Responses** 

26

Weekly Target: 25



**NET Promoter Score** 

54

NPS Target: 80



**OSAT Score** 

92

OSAT Target: 85%



9 Male

7 Female

10 Prefer not to say



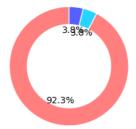
Unveiling Gender Distribution

### **Customer Experience**

24 Happy

1 Normal

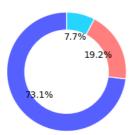
1 Sad



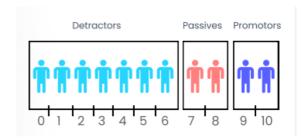
Tracking Customer Satisfaction Levels

#### **Customer Rating (NPS)**

- 5 Detractors
- 2 Passive
- 19 Promoter



NPS Pie: Customer Sentiment in a Slice



NET Promoter Score=%Promoters - %Detractors

### **Customer Visit Frequency**

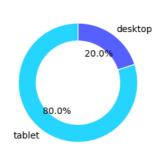
- 12 Occasionally
- 9 Monthly
- 5 Weekly



**Exploring Customer Visits** 

## **Device Category**

- 0% Mobile
- 80% Tablet
- 20% Desktop



Device Usage Insights

Submitted Date	Submitted Time	Share your Feedback
02/06/2024	12:54	Make big room for fitting room
02/06/2024	15:47	Everyone here are very nice. It feels like home to be here $\hfill\square$
03/06/2024	15:02	Ahmed is good. Good customer service
03/06/2024	17:21	Make some discounts like fazaa and Esaad
06/06/2024	16:48	l love you
07/06/2024	11:15	Homet alwatan desicoount