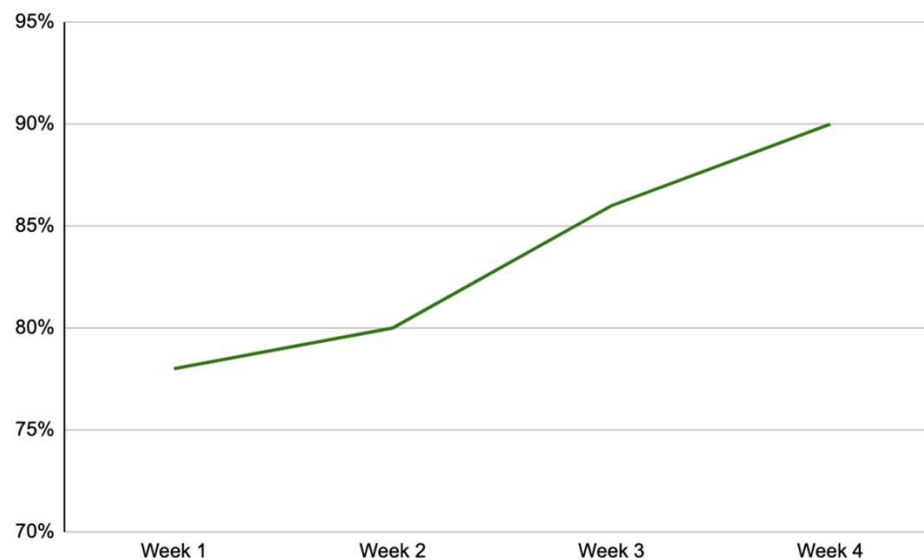


# Customer Survey

We surveyed 50 C4U Pals test batch customers over a four-week period to learn about their satisfaction with the product, delivery process, and customer support.



Did you participate in the course we recommend for you?

**O1** Improve the relevance and engagement of course recommendations

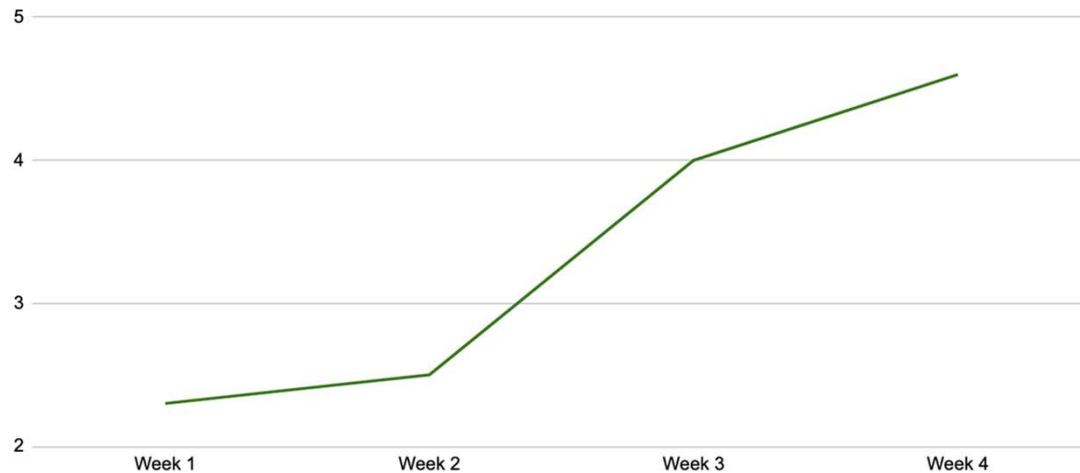
**KR1** Increase the **relevance score of recommendations to 90%** by the end of Q4.

**O3** Optimize the user experience of the course recommendation interface.

**KR2** Ensure **95%** of recommendations align with user preferences by Q4.

**Key takeaways & action items:** Users participate to 90% by the end of the survey—a solid improvement, but still short of our 95% target. Investigate additional reasons for courses participation.

# Customer Survey



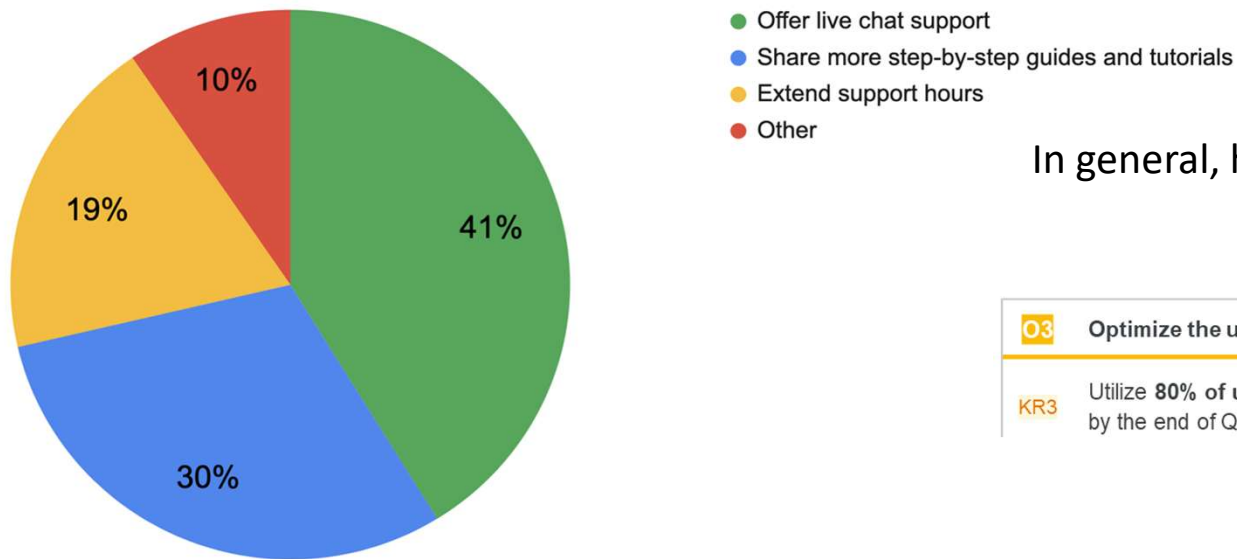
In general, how do you suggest we improve our customer support?

**O3** Optimize the user experience of the course recommendation interface.

**KR1** Increase the User Satisfaction Score to 4.7/5 by Q4.

**Key takeaways & action items:** Satisfaction with support increased once we fixed the customer service software problem. There is still room for improvement, so continue to monitor responses and solutions to support tickets.

# Customer Survey



In general, how do you suggest we improve our customer support?

O3	Optimize the user experience of the course recommendation interface.
KR3	Utilize 80% of user feedback to make iterative improvements to the system by the end of Q4.

**Key takeaways & action items:** A number of customers volunteered that a live chat option would improve customer support. Also, many respondents found the guides and tutorials helpful. Research expanding these offerings for specific courses.