

CUSTOMER EXPERIENCE PLATFORM

100,000 RESPONSE SUMMARY

Customer Satisfaction Score Breakdown

5: 79,750 **(79.75%)**

4: 7713 **(7.71%)**

3: 3266 **(3.27%)**

2: 1,882 **(1.89%)**

1: 7,389 **(7.38%)**



346,704 surveys sent to customers



By text: **321,753**

By email: **13,904**

By telephone: **11,047**

Average Customer Satisfaction Score

4.51



Average Comment Sentiment Score

4.14



Response Rate

28.85 %



Number of comments received

63,239



Alerts sent to teams from low scores

9,124

