

Customer Experience Dashboard

NPS Promoters



+45 ▲

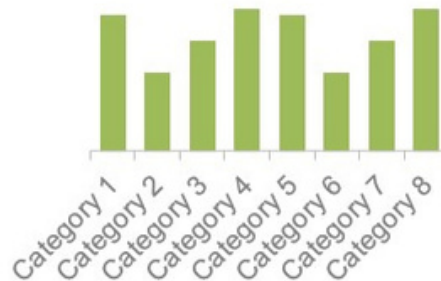
👍 Promoters	618 (65%)
👉 Passives	171 (15%)
👎 Detractors	162 (20%)

% of Promoters - **% of Detractors** = **45**

CX KPIs



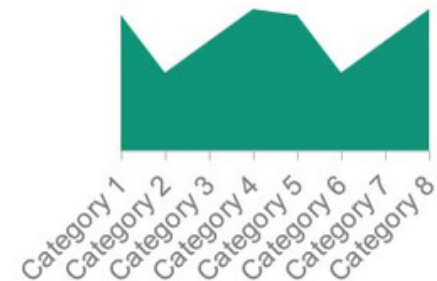
72%



Gut Check

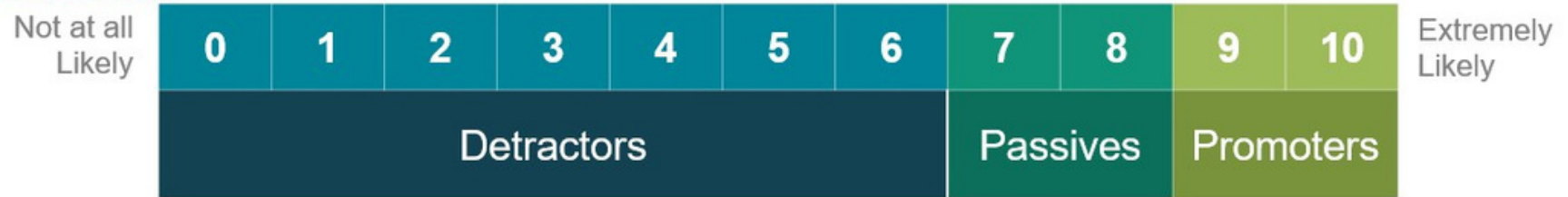


1.8

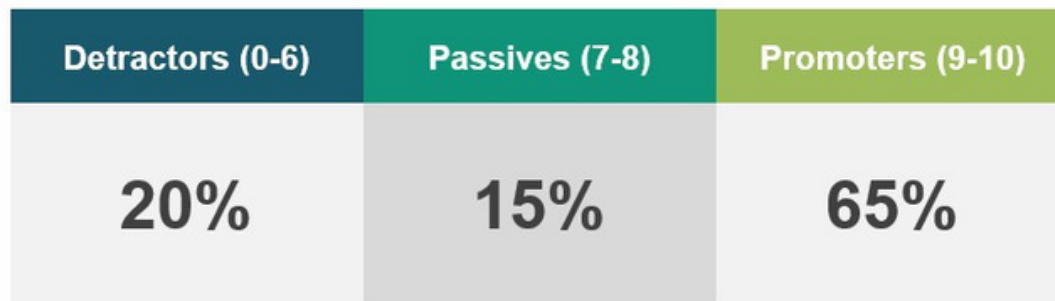


Net Promoter Score

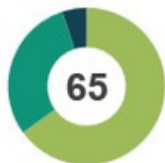
How likely is it that you would recommend this company to others?



NPS Dashboard



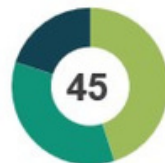
Mar 2020



June 2020



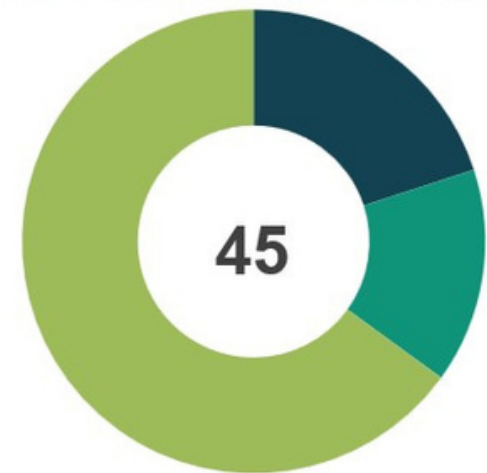
Sep 2020



Dec 2020



NPS =
% Promoters - % Detractors



March 2021