

Voice of the Customer Feedback Summary

Overview

This document provides a summary of recent customer feedback collected through various channels. The aim is to identify common themes, measure satisfaction, and outline potential areas for improvement.

Key Strengths

- Responsive customer support
- High product reliability
- Easy onboarding process

Main Challenges

- Delivery delays
- Limited customization options
- Occasional technical issues

Quantitative Metrics

Metric	Score	Previous	Change
Net Promoter Score (NPS)	41	38	+3
Customer Satisfaction (CSAT)	86%	88%	-2%
First Response Time	2 hrs	2.5 hrs	-0.5 hr

Recent Customer Quotes

- “The support team was very helpful and solved my issue quickly.”
- “I wish there were more personalization features in the dashboard.”
- “Overall, great experience but the product shipment was delayed.”

Last updated: June 2024