

How happy is your customer today?

Reviews: Dashboard

TODAY

8
Reviews



YESTERDAY

30
Reviews



LAST 7 DAYS

166
Reviews

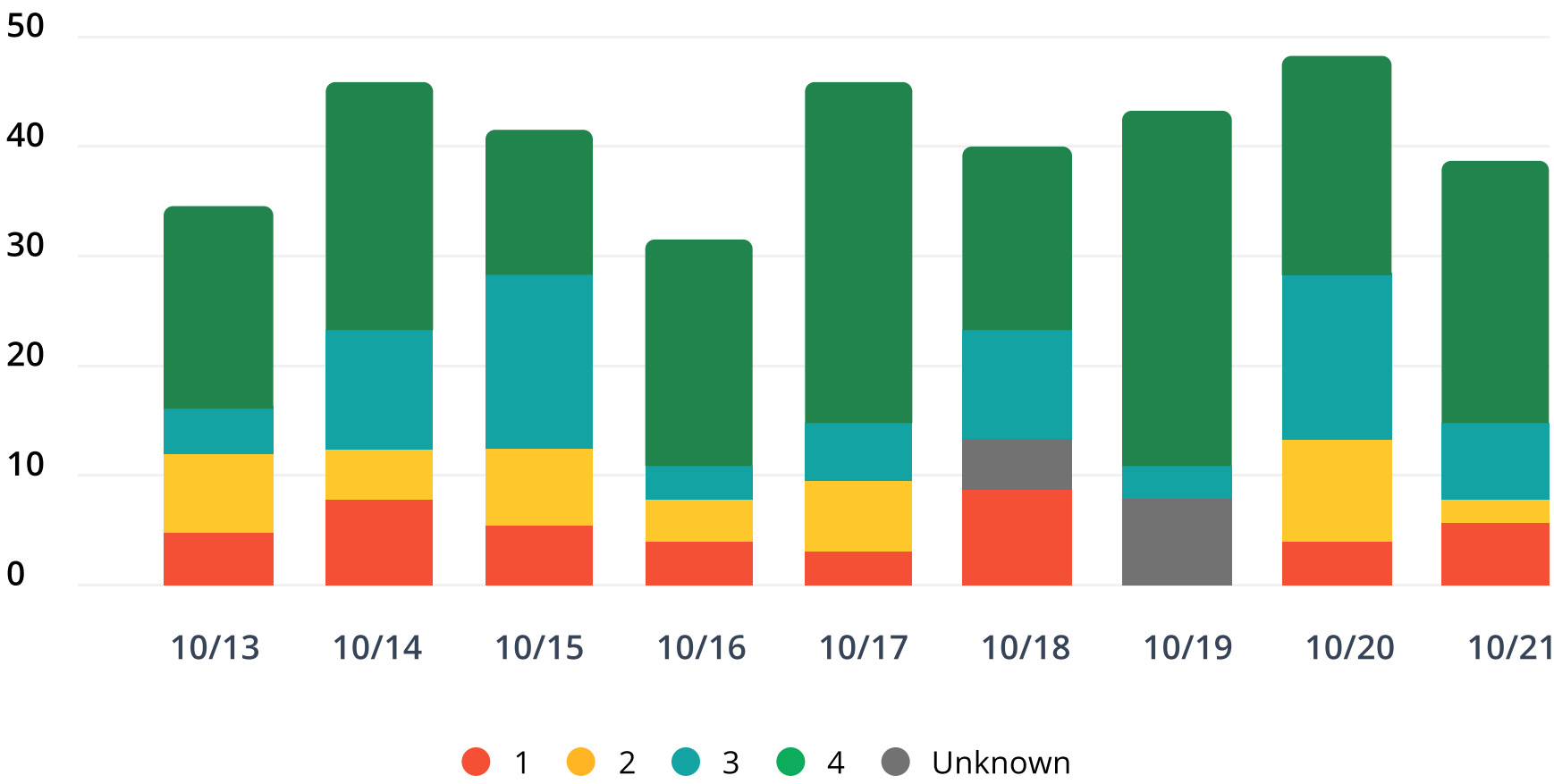


LAST 30 DAYS

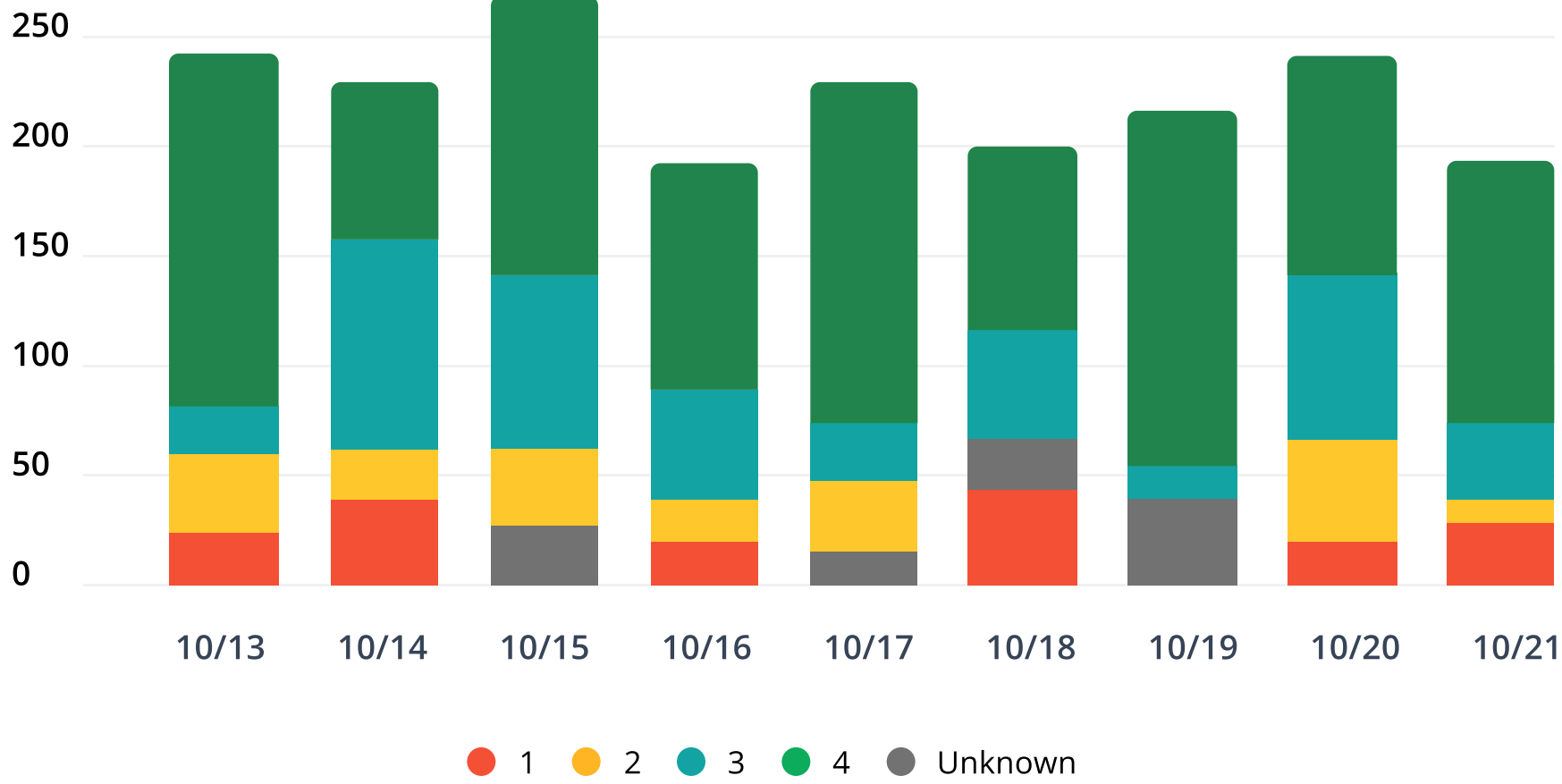
522
Reviews



TRENDS OVER LAST 10 DAYS



TRENDS OVER LAST 10 WEEKS



How happy is your customer today?

Reviews: Dashboard

TODAY



8
Reviews



YESTERDAY



30
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LAST 7 DAYS



166
Reviews



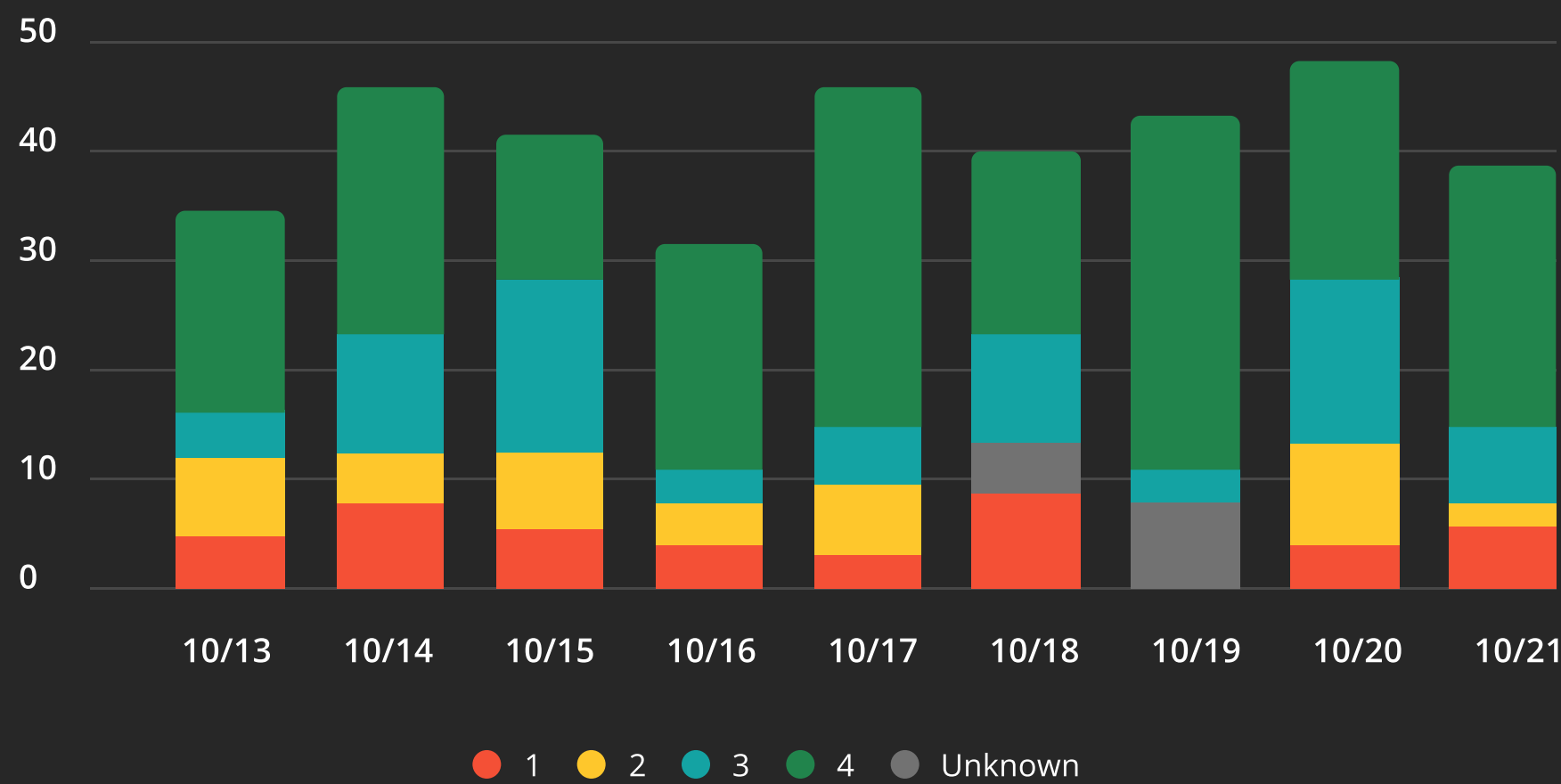
LAST 30 DAYS



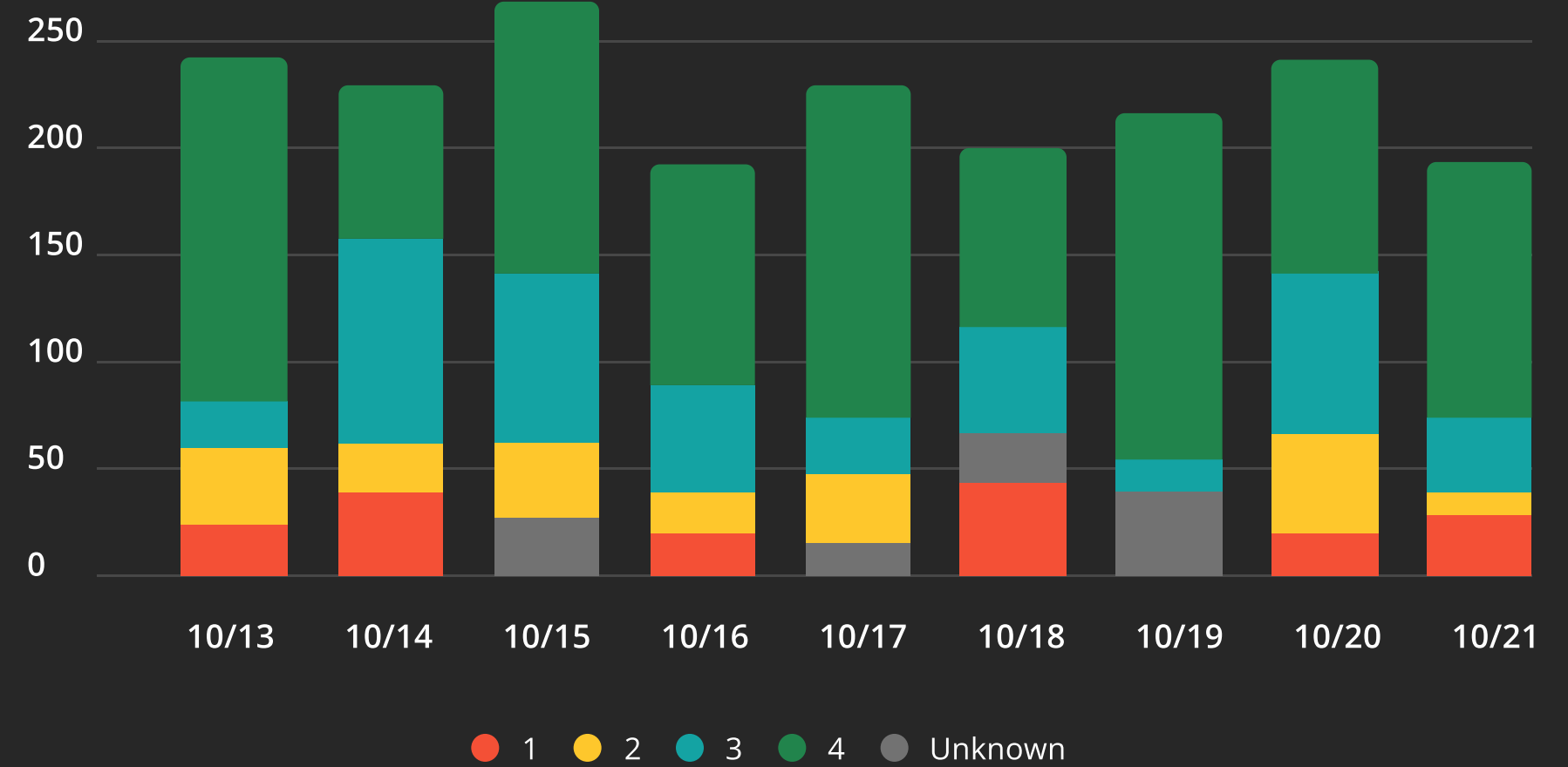
4
Reviews



TRENDS OVER LAST 10 DAYS



TRENDS OVER LAST 10 WEEKS



Reviews: Dashboard

A Dwight Schrute >

Snapshot

Topics

Live chat

Voice

Email

Reviews

Returns

Fulfillment orders

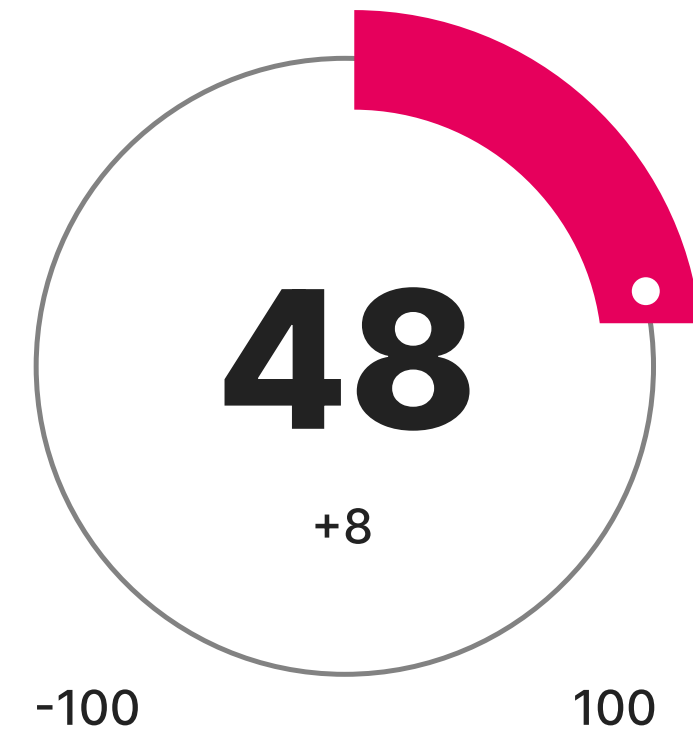
Net Promoter Score

Previous 90 days

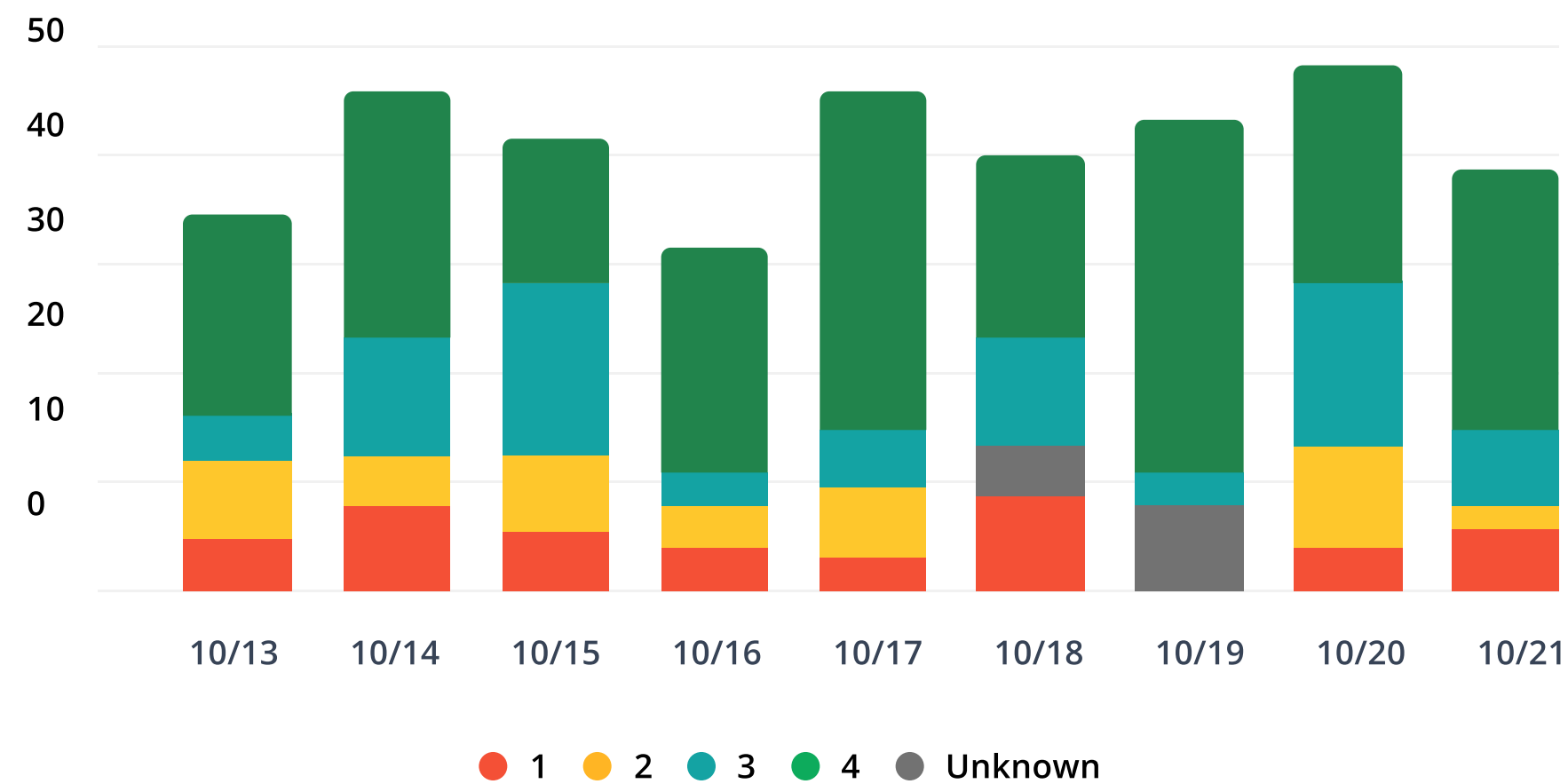
😊 **5,200**

😐 **1,247**

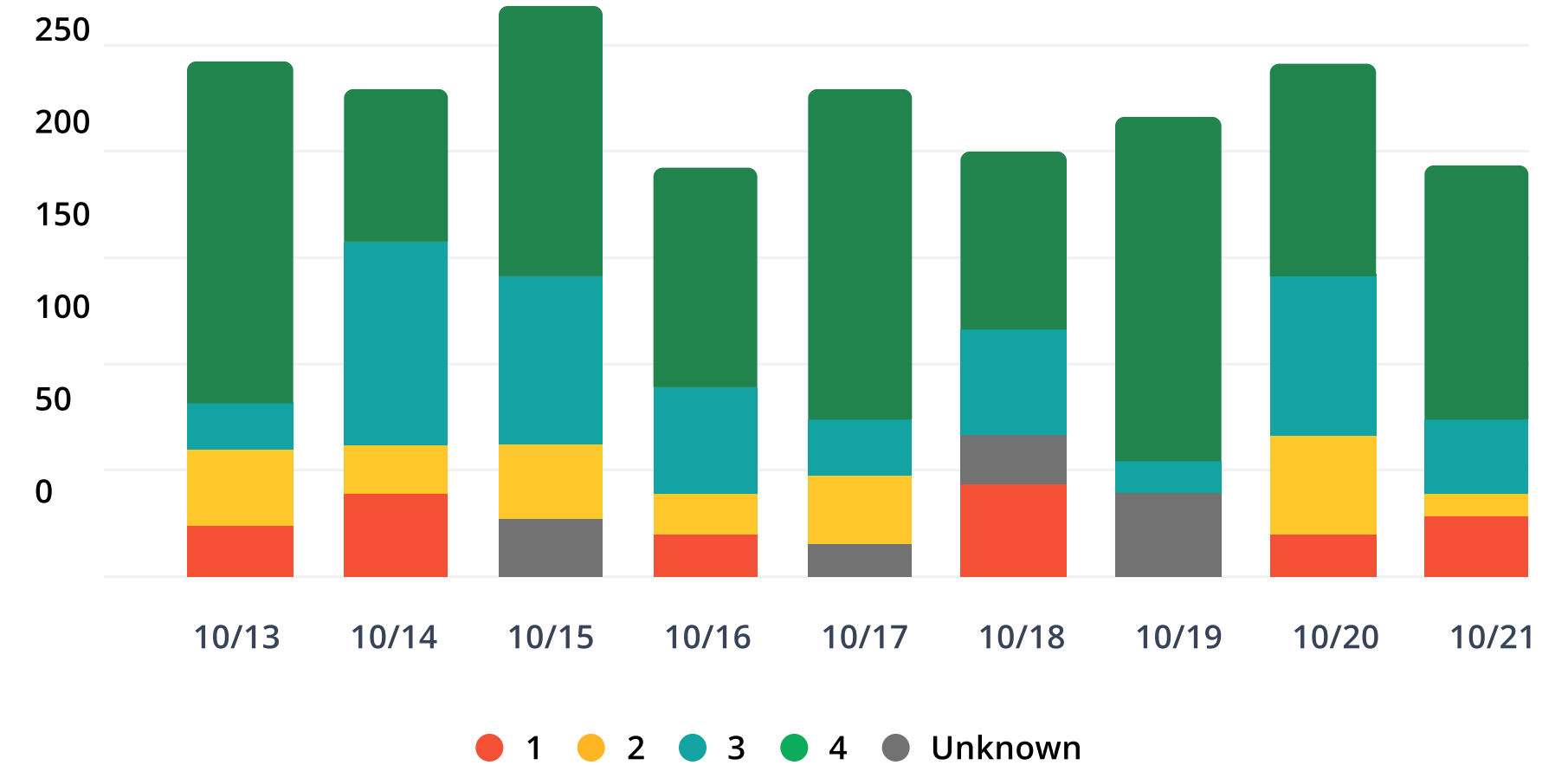
😞 **298**



TRENDS OVER LAST 10 DAYS



TRENDS OVER LAST 10 WEEKS



Reviews: Dashboard

A Dwight Schrute >

Snapshot

Topics

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How happy is your customer today?

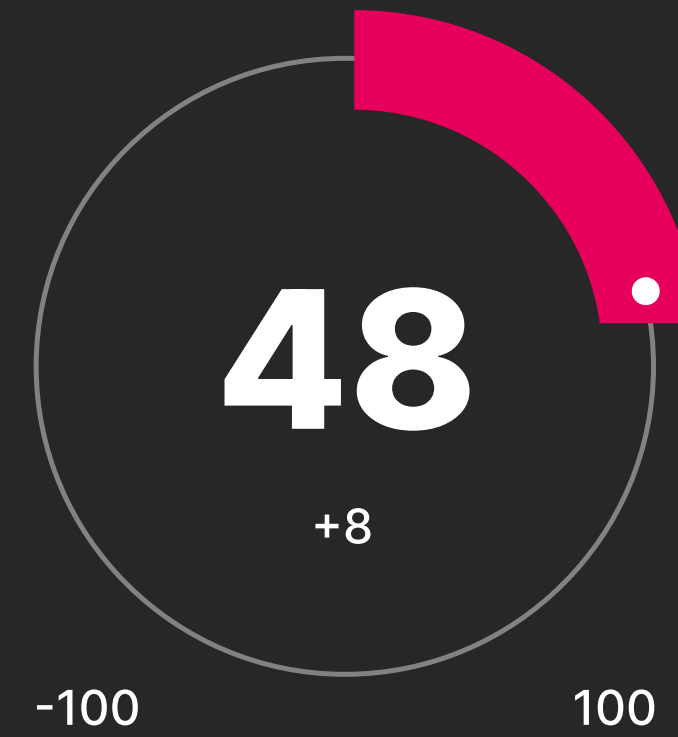
Net Promoter Score

Previous 90 days

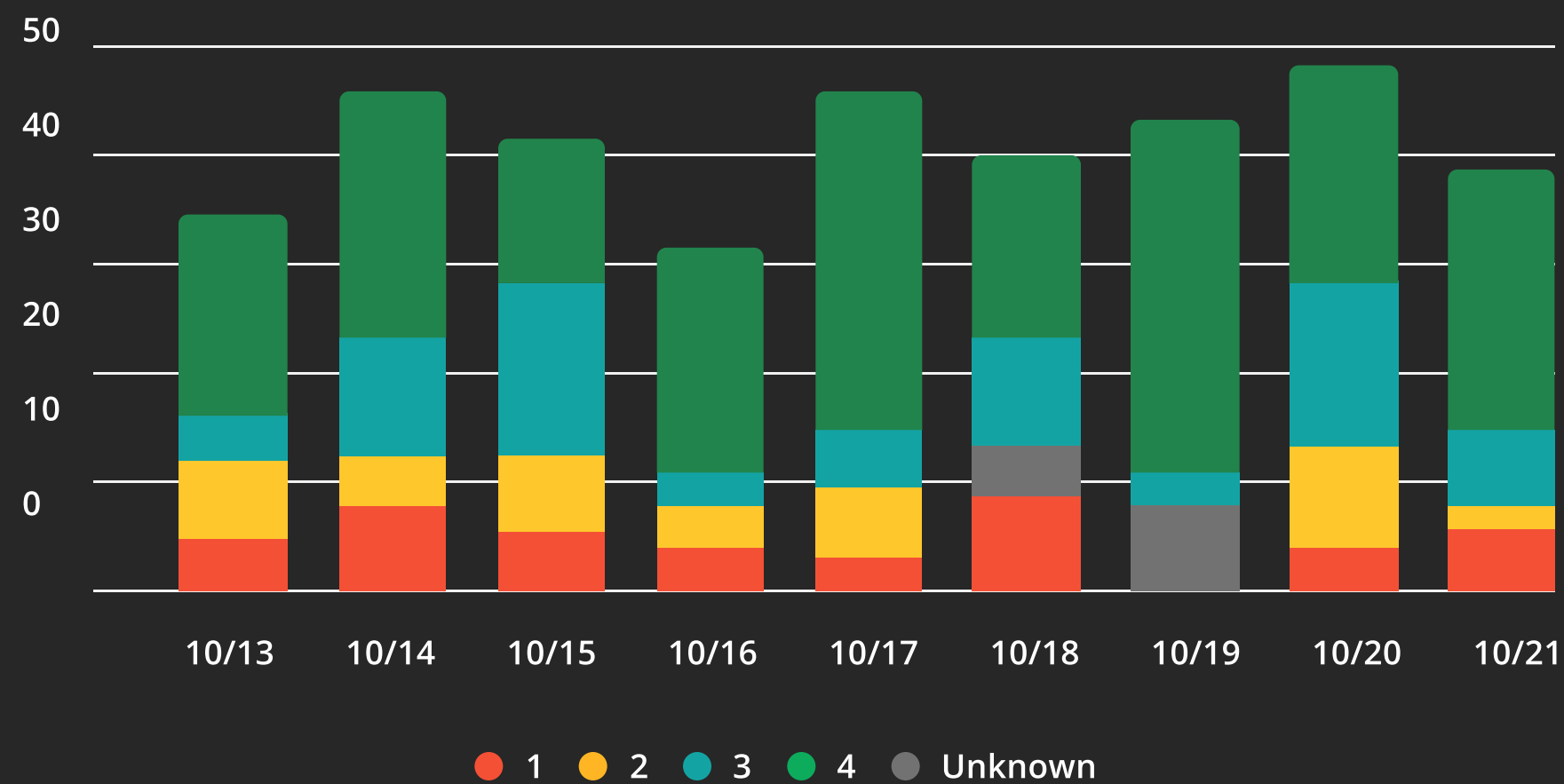
😊 5,200

😐 1,247

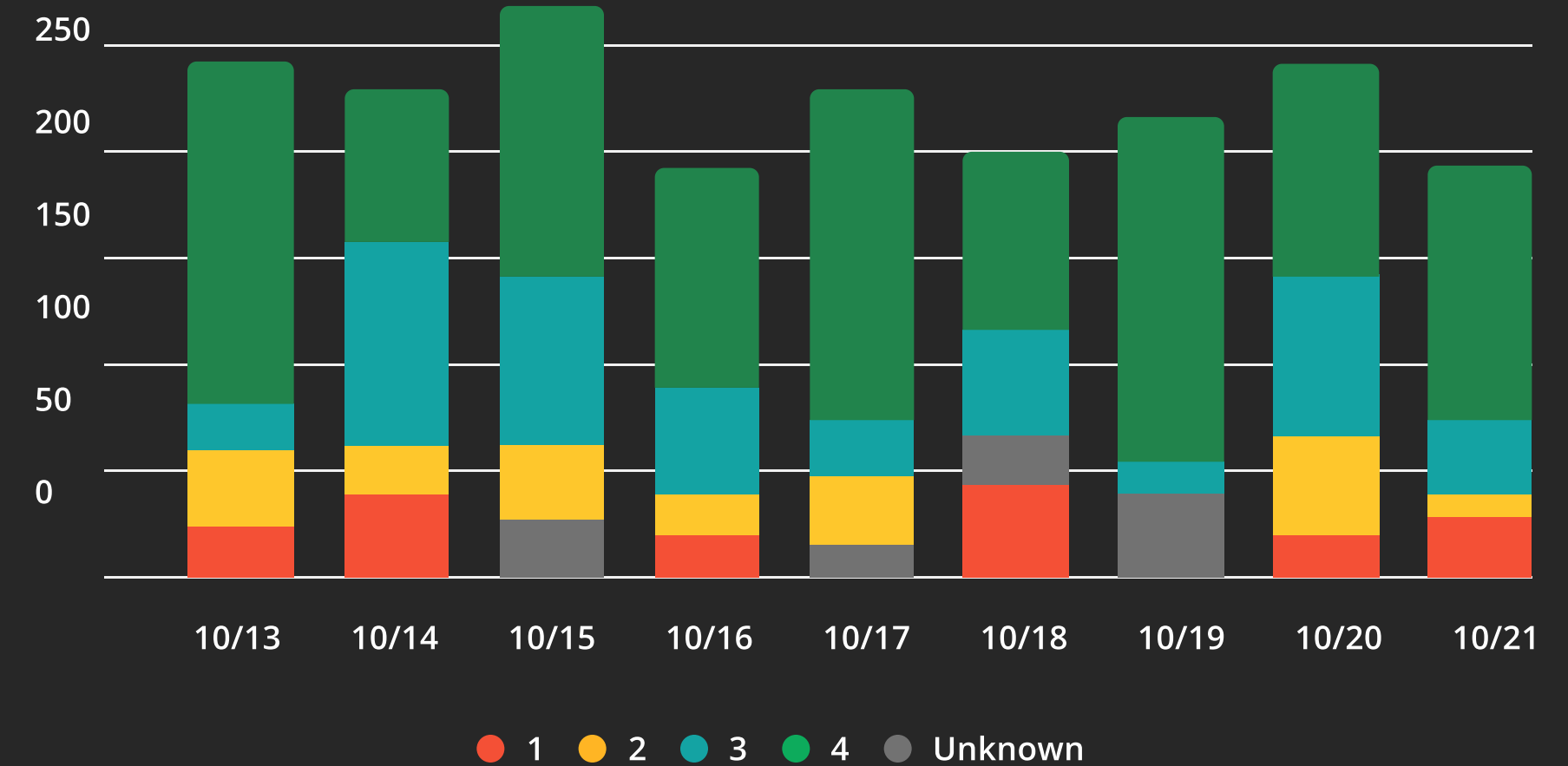
☹️ 298



TRENDS OVER LAST 10 DAYS



TRENDS OVER LAST 10 WEEKS



We'd love to know how we're doing.

Please rate your overall experience with us today.

1

2

3

4

5

PoorMehExcellent

Rate your satisfaction with the following aspects of your visit.

First impression	1	2	3	4	5	N/A
	Below		Average		Exceeded	
Greeted warmly upon entering	1	2	3	4	5	N/A
	Below		Average		Exceeded	
Brand introduction	1	2	3	4	5	N/A
	Below		Average		Exceeded	
Fitting room assistance	1	2	3	4	5	N/A
	Below		Average		Exceeded	
Associate product recommendations	1	2	3	4	5	N/A
	Below		Average		Exceeded	
Product availability	1	2	3	4	5	N/A
	Below		Average		Exceeded	
Product available to ship	1	2	3	4	5	N/A
	Below		Average		Exceeded	
Pricing	1	2	3	4	5	N/A
	Below		Average		Exceeded	
Hospitality (were you offered a drink, etc?)	1	2	3	4	5	N/A
	Below		Average		Exceeded	

Where did you first hear/learn about us?

I've been a customer

Walked past the store

Social media

Email

Friend or family recommend

An employee

Why did you purchase today?

I needed to get out of the house

Retail therapy

I ran out of socks

I have a formal event I need to attend

We'd love to know how we're doing.

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1

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☐

1

Poor

☐

2

☐

3

Meh

☐

4

☐

5

Excellent

Rate your satisfaction with your visit:

FIRST IMPRESSION

☐

1

Below

☐

2

☐

3

Avg

☐

4

Exceeded

☐

5

☐

N/A

GREETED UPON ENTERING STORE

☐

1

Below

☐

2

☐

3

Avg

☐

4

Exceeded

☐

5

☐

N/A

PRODUCT AVAILABILITY

☐

1

Below

☐

2

☐

3

Avg

☐

4

Exceeded

☐

5

☐

N/A

PRICING

☐

1

Below

☐

2

☐

3

Avg

☐

4

Exceeded

☐

5

☐

N/A



We'd love to know how we're doing.

Please rate your overall experience with us today:

☐

1

Poor

☐

2

☐

3

Meh

☐

4

☐

5

Excellent

Rate your satisfaction with your visit:

FIRST IMPRESSION

☐

1

Below

☐

2

☐

3

Avg

☐

4

Exceeded

☐

5

☐

N/A

GREETED UPON ENTERING STORE

☐

1

Below

☐

2

☐

3

Avg

☐

4

Exceeded

☐

5

☐

N/A

PRODUCT AVAILABILITY

☐

1

Below

☐

2

☐

3

Avg

☐

4

Exceeded

☐

5

☐

N/A

PRICING

☐

1

Below

☐

2

☐

3

Avg

☐

4

Exceeded

☐

5

☐

N/A

Home: Survey

Create new survey

Let's get started



Make a custom, templated, or interactive experience.

Create survey



Change an existing survey already in progress.

Edit survey



Generate an AI survey to get a head start.

Felix-AI survey

Home: Create new survey

A Dwight Schrute >

Short answer

Multiple choice

Checkboxes

Dropdown

Date

Time

Multiple choice grid

Checkbox grid

Linear scale

File upload

SECTION TITLE

Date

Question*

What duel do you want to participate in?

Description

Month, day, year



Time



Show

Response validation

Description

Shuffle option order

Home: Create new survey

Create new survey

A Dwight Schrute



Short answer

Multiple choice

Checkboxes

Dropdown

Date

Time

Multiple choice grid

Checkbox grid

Linear scale

File upload

UNTITLED SURVEY

Completion message

Add question

Generate survey

Home: Create new survey

A Dwight Schrute



Short answer

Multiple choice

Checkboxes

Dropdown

Date

Time

Multiple choice grid

Checkbox grid

Linear scale

File upload

SECTION TITLE

Date

Question*

What duel do you want to participate in?

Description

Month, day, year



Time



Required



Short answer

Question*

Which bear is best?

Regular expression



Contains



Pattern



Custom error text



Required



Home: Generate new survey

Create new survey

A Dwight Schrute >

Short answer

Multiple choice

Checkboxes

Dropdown

Date

Time

Multiple choice grid

Checkbox grid

Linear scale

File upload

GENERATE SURVEY

Template type

Input question here

Customer satisfaction

Measures overall satisfaction with a specific interaction, product, or service.

Gauges customer loyalty and likelihood to recommend a company to others.

Measures how easy it was for a customer to interact to resolve an issue.

Post interaction

Collects immediate feedback after a specific interactions: phone call, chat, or support ticket.

Gathers feedback on a specific product or service, including features, usability, or experience.

Understands why customers are leaving or canceling a service.

Generate survey

Cancel

Home: Generate new survey

Create new survey

A Dwight Schrute



Short answer

Multiple choice

Checkboxes

Dropdown

Date

Time

Multiple choice grid

Checkbox grid

Linear scale

File upload

GENERATE SURVEY

Template type

Input question here

Generate survey

Cancel

Home: Create new survey

A Dwight Schrute >

Short answer

Multiple choice

Checkboxes

Dropdown

Date

Time

Multiple choice grid

Checkbox grid

Linear scale

File upload

Date

Question*

What duel do you want to participate in?

Description

Month, day, year



Time



Show

Response validation

Description

Shuffle option order

Home: Create new survey

A Dwight Schrute >

= Short answer

⦿ Multiple choice

☑ Checkboxes

⌵ Dropdown

📅 Date

🕒 Time

🔲 Multiple choice grid

🔲 Checkbox grid

⋯ Linear scale

📎 File upload

📅 Date

Question*

What duel do you want to participate in?

Description

Month, day, year



Time



Required



= Short answer

Question*

Which bear is best?

Regular expression



Contains



Pattern



Custom error text



Required



Home

Explore

MY LIBRARIES

Menu option 1

Menu option 2

Menu option 3

MY COLLECTIONS

Menu option 1

Menu option 2

Menu option 3

Menu option 3

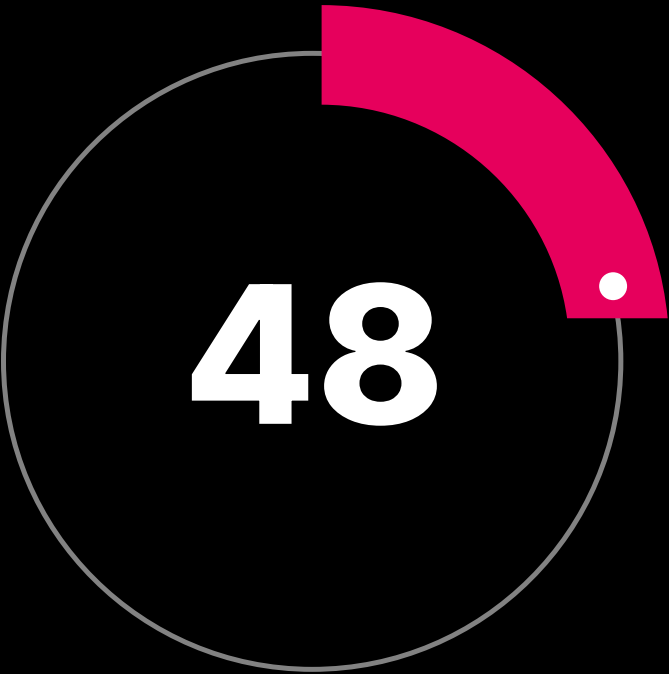
Net Promoter Score

Previous 90 days

5,200

1,247

298



Previous 90 days: 40



TOP PAGES

1,872

27% over last week

PAGE SPEED

2ms

4% over last week

TRANSACTIONS

2.7M

17% over last week

CALL VOLUME

17/hr

33% over last week

