

## CUSTOMER SATISFACTION SURVEY

21

total respondents

4.52

overall satisfaction score

86

net promoter score



## strengths

- facilitates problem resolution
- responds to requests within an acceptable time frame
- provides effective advice, guidance



## opportunities

- effectively uses website
- moving in a positive direction
- understands my needs and requirements

## we heard you

✓ **Document survey methodology and admin FAQ on website.**

FAQ on survey administration will be added to the Tritonlytics website. Consultations on survey methodology is available upon request.

✓ **More communication on what Tritonlytics is.**

Announcement of our name was made on Dec 2018 with our first holiday e-greeting and launch of Tritonlytics website on Sep 2019. We will continue to update our website with meaningful information for our clients.

✓ **Survey design: allow graphics & typography in survey design, simpler side navigation bar.**

We will review current process and steps to make the survey more user-friendly. New features (e.g tooltips) will be announced Fall 2020.

✓ **Improve UI for building, testing, and modifying survey.**

We are developing a web admin tool to streamline the pre-process tasks and development needs to build client surveys, with the goal of providing more visibility and interactivity between project PM and client.

✓ **Provide short description or guide explaining the "why" and the more abstract questions in the reports.**

Report guide will now include an explanation of "Understands my requirements" and "Moving in a positive direction" and the significance of various report contents.

✓ **Handoff of reports in person.**

We will obtain further feedback on how to meet this request.

✓ **Push projects along quicker with better understanding of deadlines.**

More check-in meetings will be scheduled during survey design phase.

✓ **Extra proofreading to prevent errors in reports and consistent reporting format (colors, font).**

This is our priority. Steps taken: begin internal QA earlier in the design process and allow extra time to review the data during the design and reporting phase (e.g. dedicating 5-10 days extra for QA), added team member dedicated to QA support of the reports, outlined and documented the QA steps with checklists as part of our SOP.

✓ **Provide reports as spreadsheets instead of PDF's to allow post-hoc analysis.**

We strive to make our standard reports as comprehensive and meaningful as possible and build enhancements each year per clients' feedback. Please continue to provide suggestions on how we can incorporate analytics into the standard reports.

✓ **Deliver reports in Tableau workbook with data extracts.**

Unfortunately, we are unable to provide this because it would release underlying data which includes all client data. We can work with each client on alternate options to suit needs.