



Current Totals

2,975 Total Dialogues 16 Dialogues Currently Open 1 Unresolved Critical Dialogues 10 Past Due Dialogues

JUL 1, 2019 - JUN 30, 2020

1,057 Dialogues Received

District Overview

Cx Score

8.7

▲ 0.3

Great service
Keep sending
feedback forms.

Positive Experiences

143

▲ 84

Negative Experiences

20

▲ 8

Dialogue Age

2.7

▼ 1.5

Getting better
Check unclosed
dialogues.

Past Due

0

Unable to
calculate
data for
selected time
period.
Please
choose a
time period
that includes
current date.

Unresolved Critical Dialogues

0

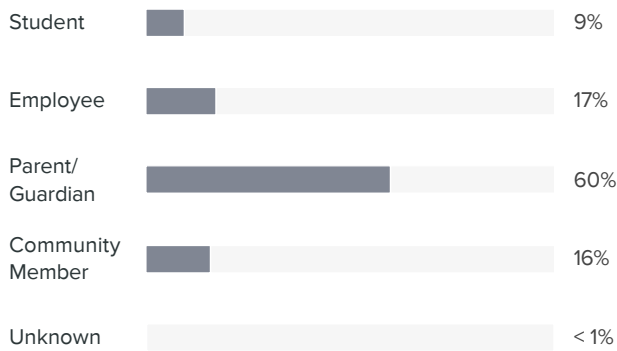
No Change

Looking good
Currently,
there are no
critical
dialogues.

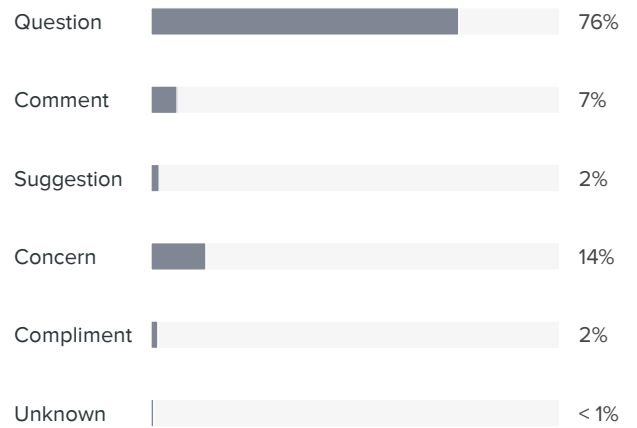
Dialogue Metrics

1,057 Dialogue(s)

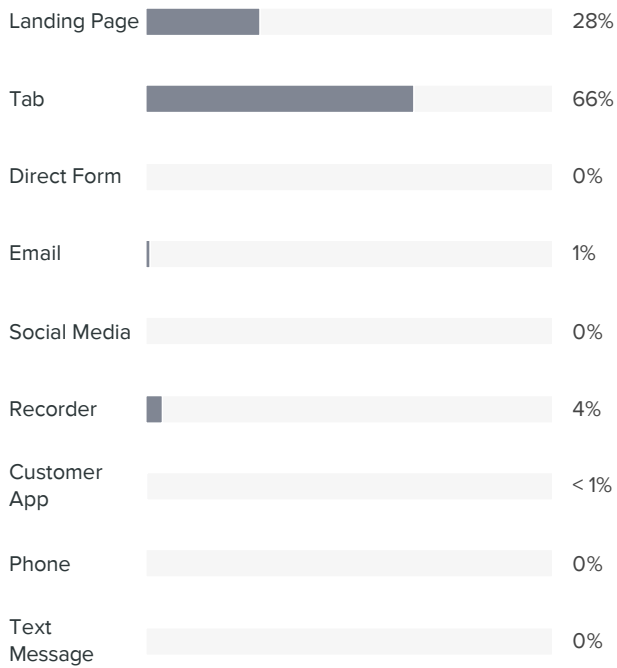
Customer Type



Dialogue Type

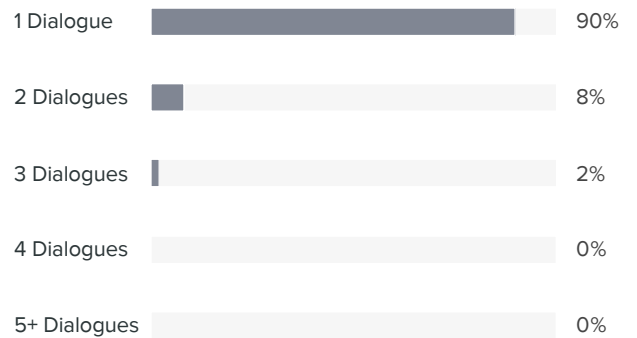


Entry Point



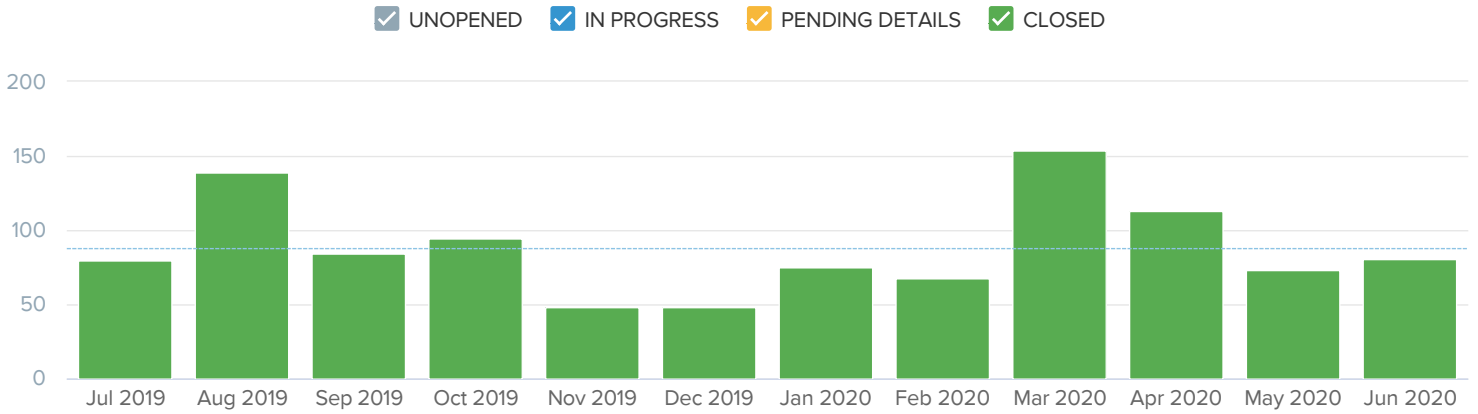
Customer Frequency

932 Customers



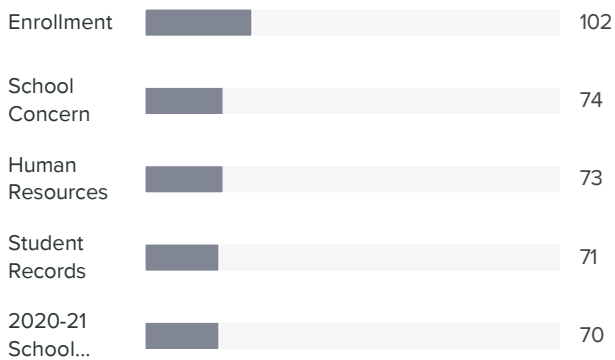


Dialogue Activity



Top Interest Areas

TOP 5



Top Tags

TOP 5

