



Current Totals

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

JUL 1, 2020 - MAY 17, 2021

1,454 Dialogues Received

District Overview

Cx Score

8.6

▲ 0.1

Great service
Keep sending
feedback forms.

Positive Experiences

197

▲ 78

Negative Experiences

27

▲ 7

Dialogue Age

3.9

▲ 1.1

Opportunity to improve
Monitor interest
areas in comparison
report.

Past Due

10

**Overdue
dialogues are
piling up**
Customers
are waiting
for a
response.

Unresolved Critical Dialogues

1

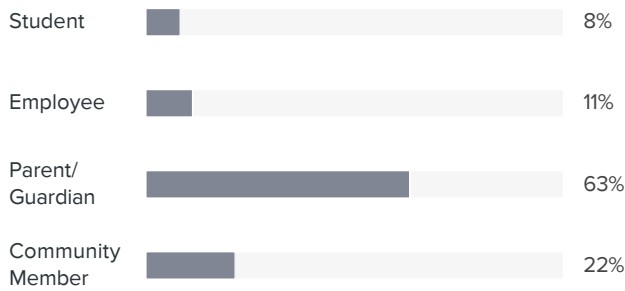
▲ 1

Take action
Critical
dialogues
need
attention.

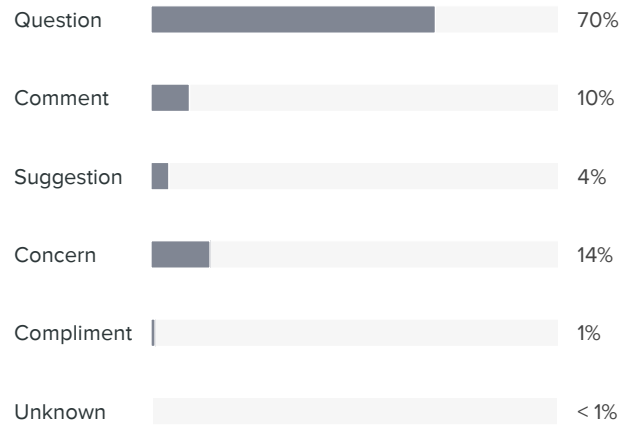
Dialogue Metrics

1,454 Dialogue(s)

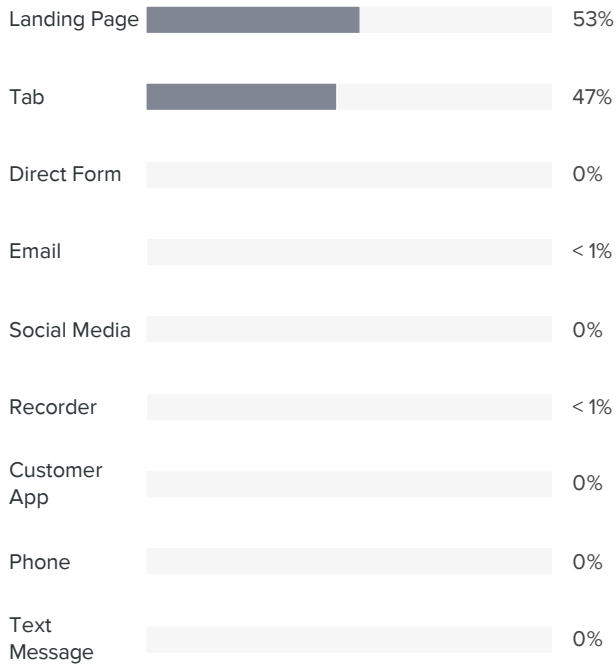
Customer Type



Dialogue Type

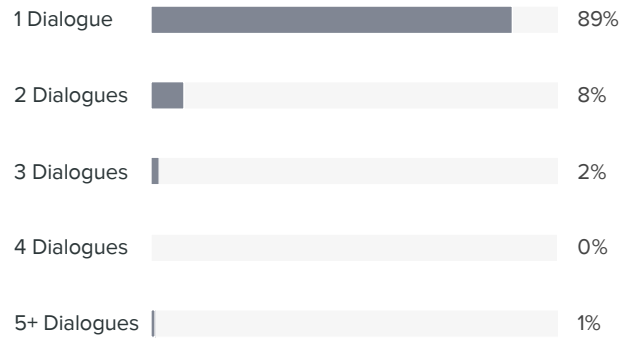


Entry Point



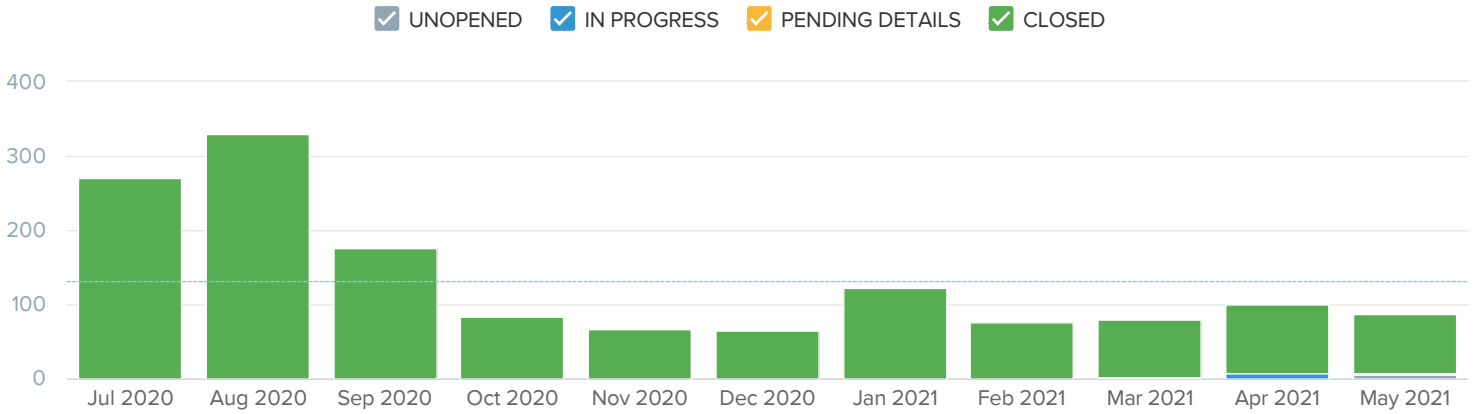
Customer Frequency

1251 Customers



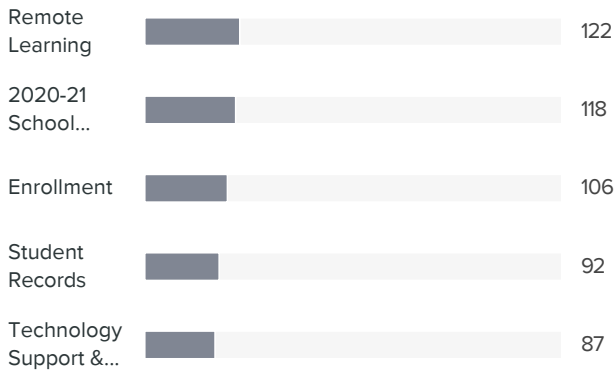


Dialogue Activity



Top Interest Areas

TOP 5



Top Tags

TOP 5

