

e-Focus



Customer insight at your fingertips

NPS Focus

29%

Average NPS score

feedback Focus

7.2 days

Av. complaint response time

sales Focus

3.3 days

Av. lead conversion time

TYPES OF COMMENTS

Total comments: 7,100



Compliments
36.7%



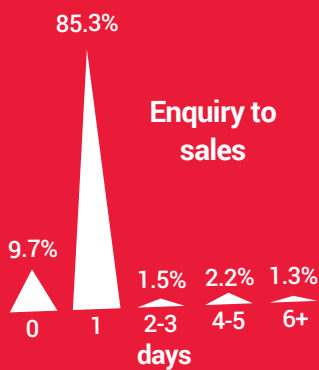
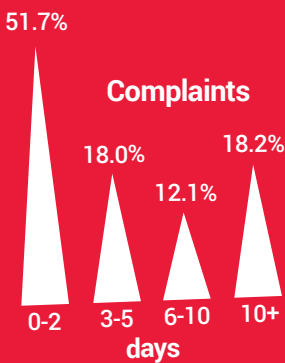
Suggestions
24.8%



Complaints
38.5%

COMPLAINT RESPONSE TIMES

LEAD CONVERSION TIMES



SOURCE OF ENQUIRIES

Total enquiries: 26,500

