# e-Focus Leisure-net

## 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

E	nquiries	
Website		41%
Referral		4170
Referrar		32%
Social media - other		6%
Facebook		5%
Advert		5%

Joiners	
Referral	40%
Website	30%
Advert	7%
Social media - other	7%
Facebook	5%

