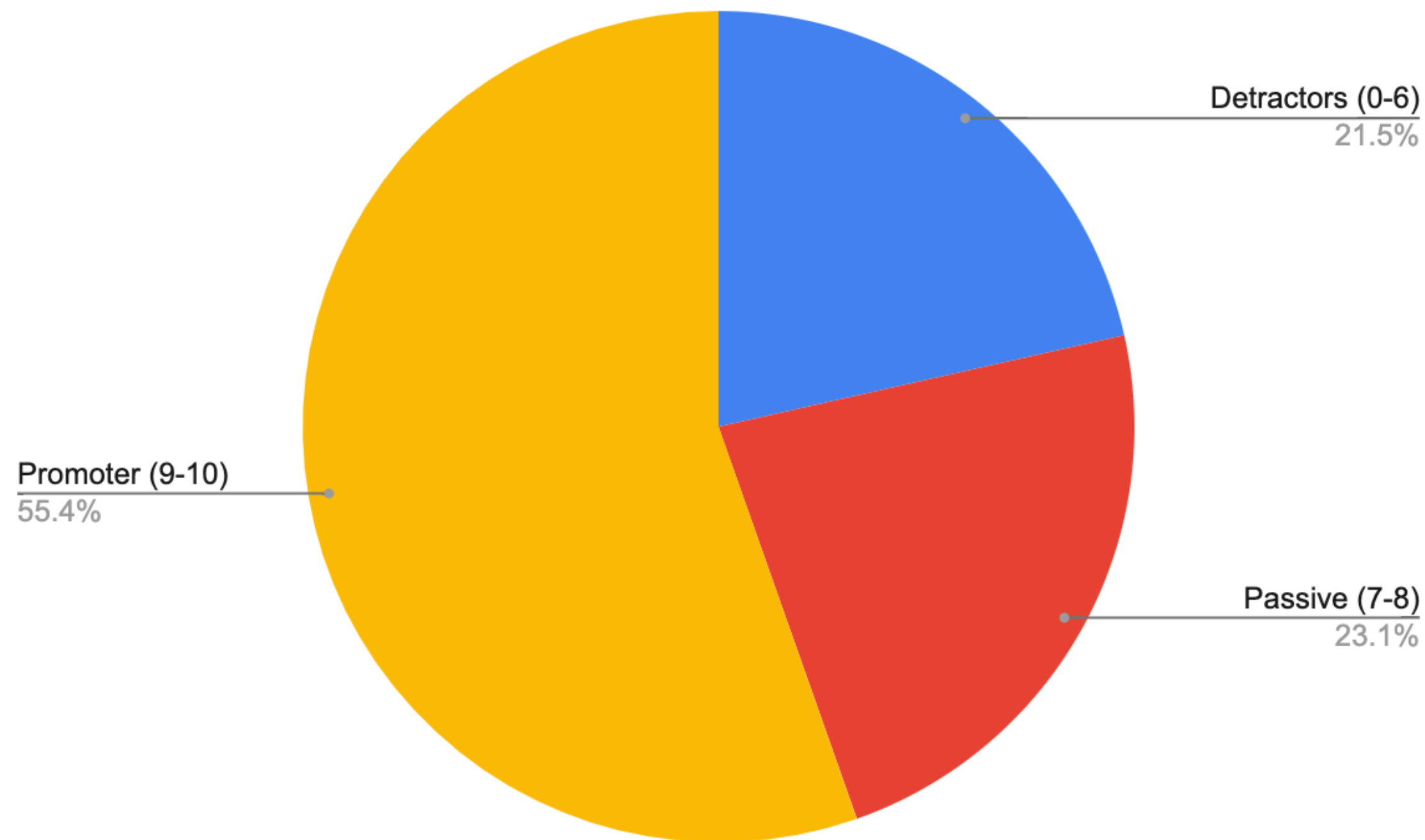


NPS Score Analysis

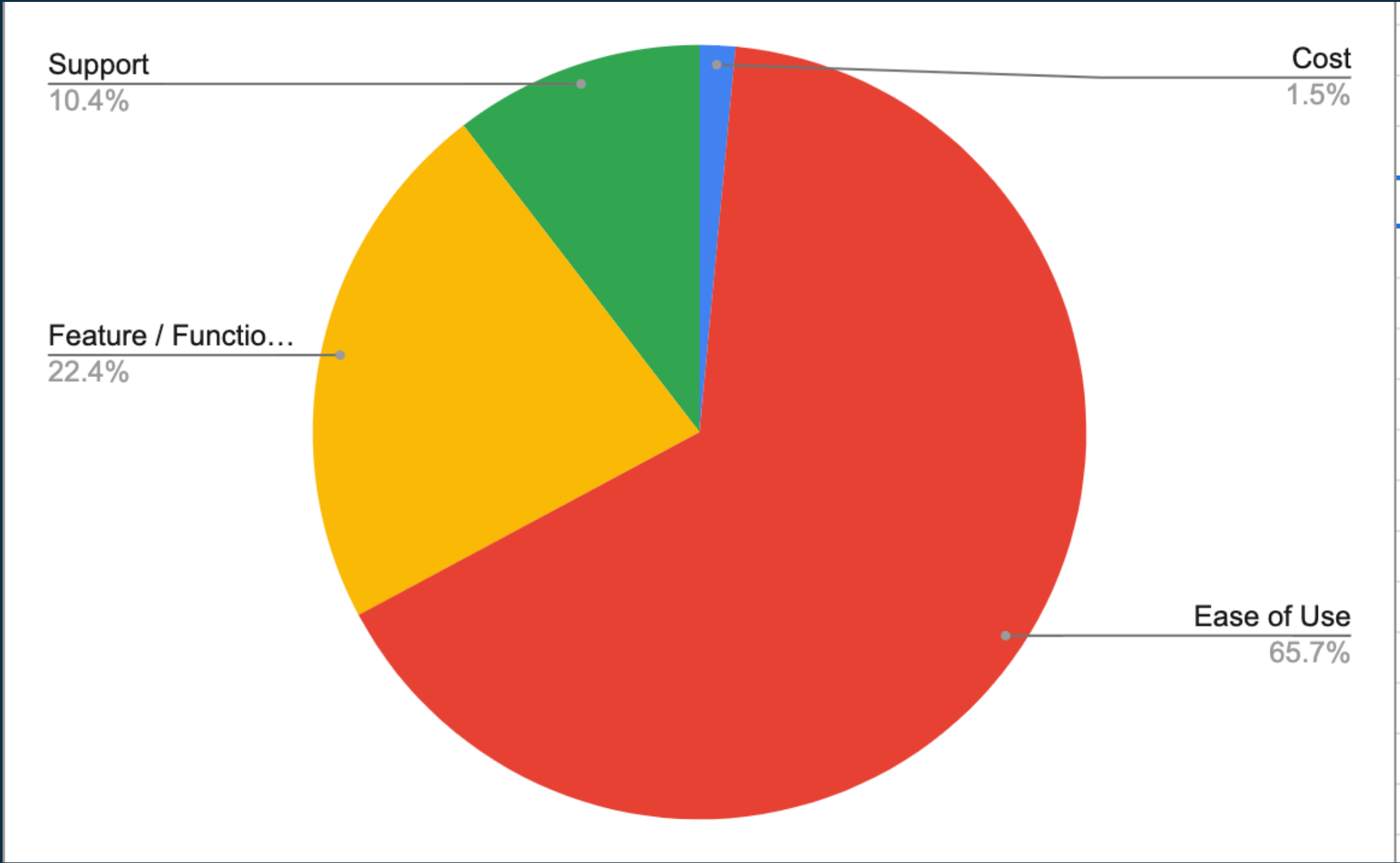
[Homecare SaaS Co]

Total Number of NPS Scores



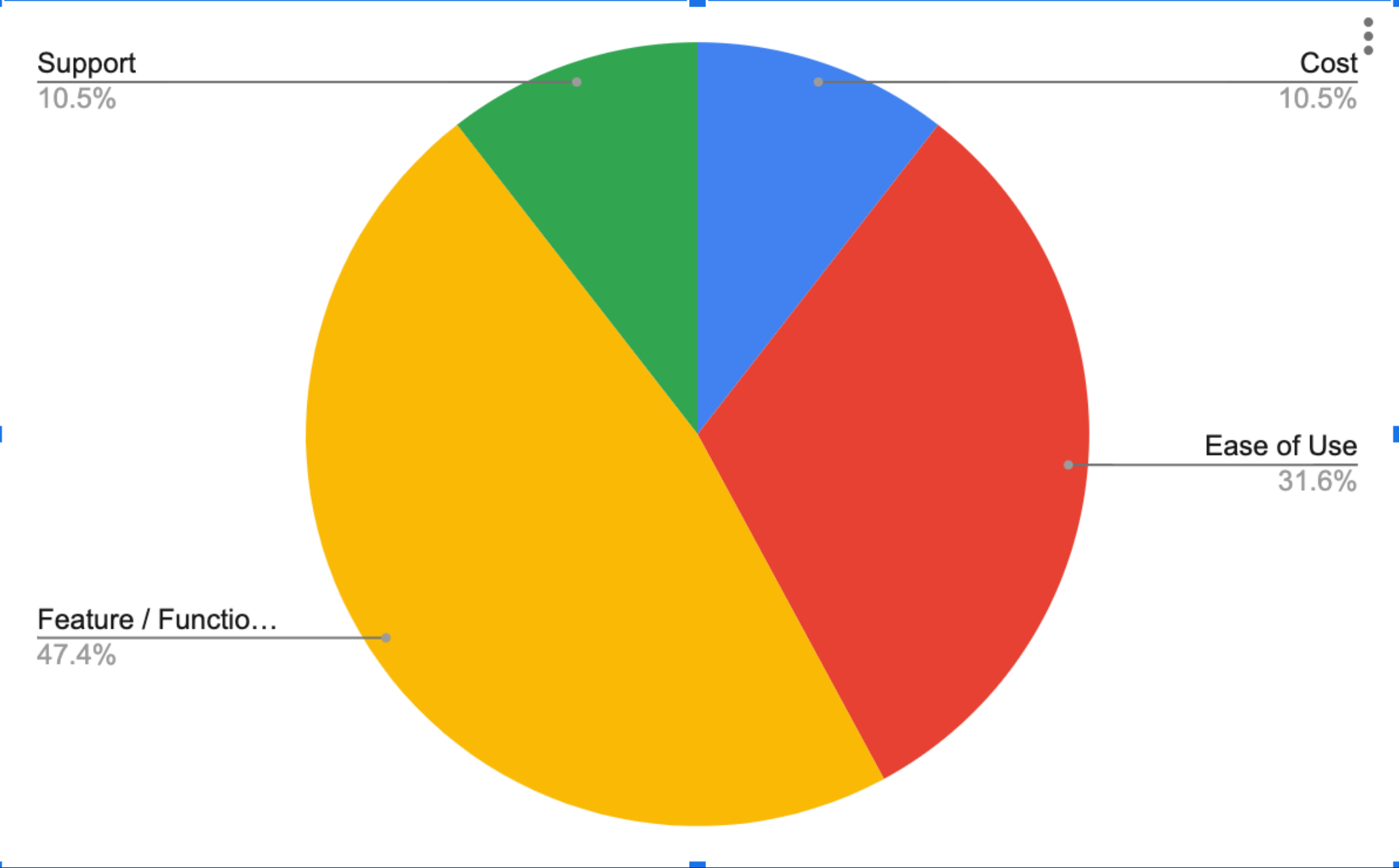
Total Number of NPS Score	
Detractors (0-6)	167
Passive (7-8)	180
Promoter (9-10)	431

Promoter (9-10) Feedback



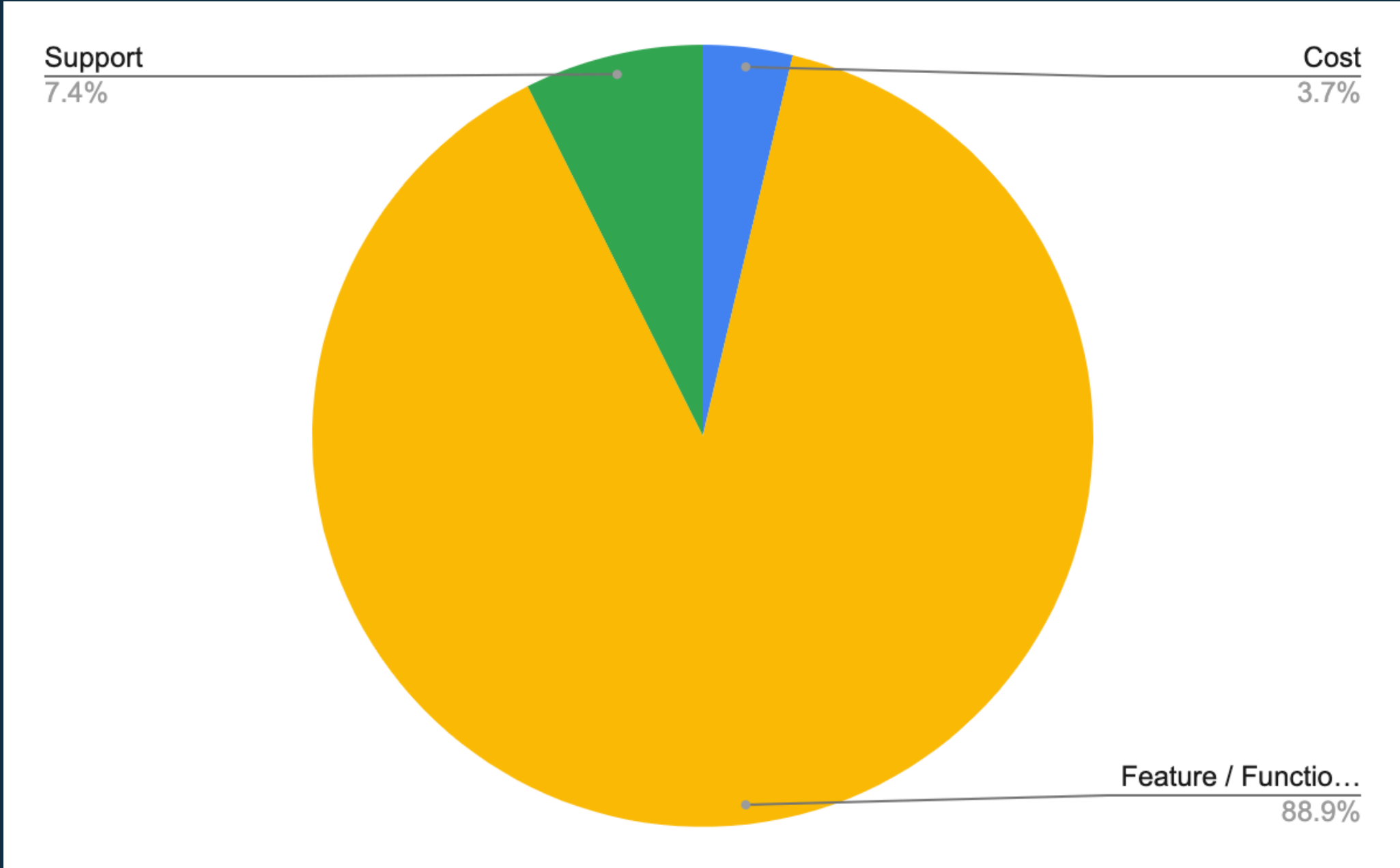
Promoter Feedback (9-10)	# of Responses
Cost	1
Ease of Use	44
Feature / Functionality	15
Support	7

Passive (7-8) Feedback



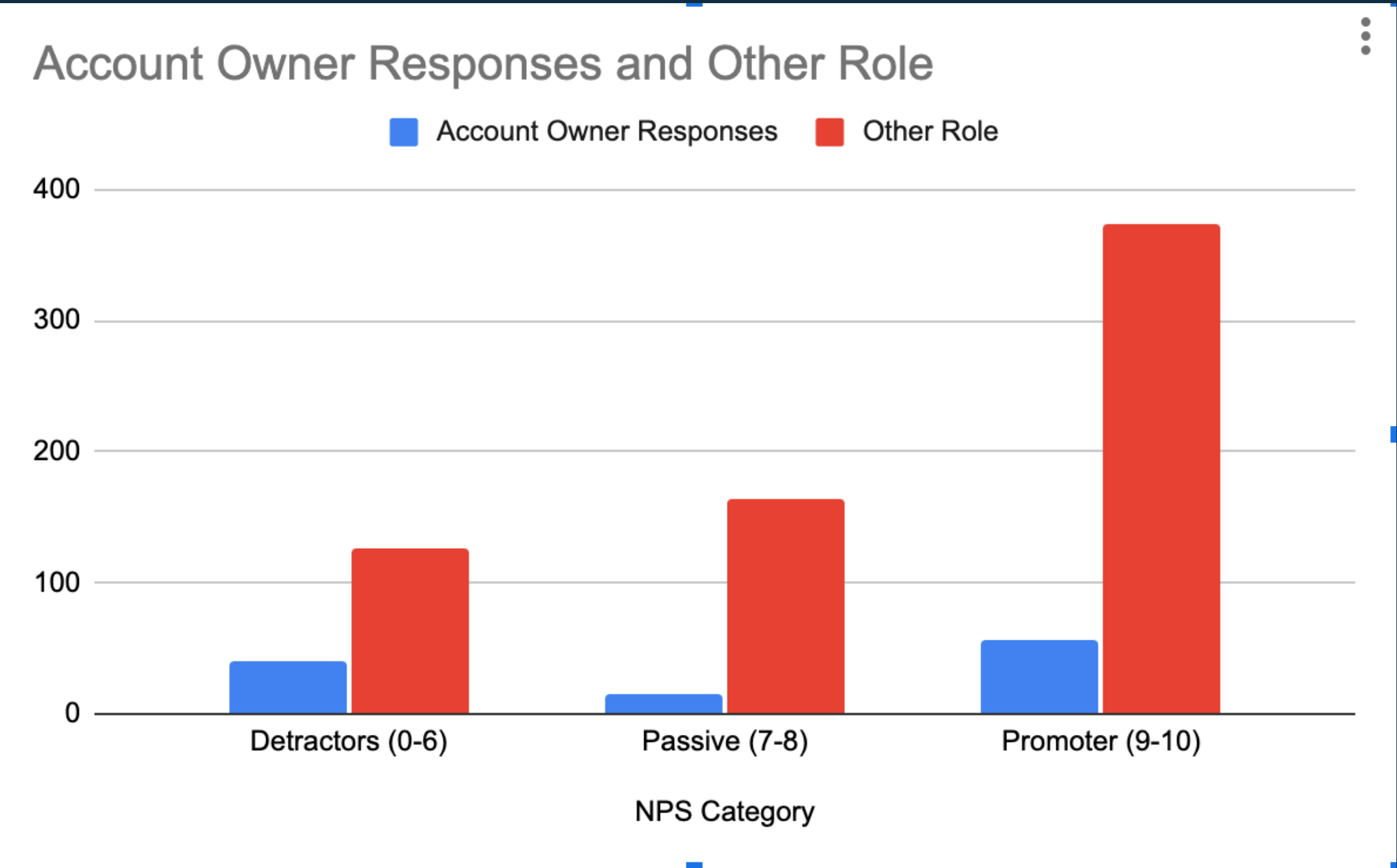
Passive Feedback (7-8)	# of Responses
Cost	2
Ease of Use	6
Feature / Functionality	9
Support	2

Detractor (0-6) Feedback



Detractor Feedback (0-6)	# of Responses
Cost	1
Ease of Use	0
Feature / Functionality	24
Support	2

Roles



NPS Category	Account Owner Responses	Other Role
Detractors (0-6)	40	127
Passive (7-8)	16	164
Promoter (9-10)	57	374

NPS Scores + Cancelations

Out of 73 cancelations in 2024

Positive
9.6%

Nuetral
6.8%

Negative
17.8%

No NPS Score
65.8%

