Main

Banner: No Split
Filters: none

Detailed Data

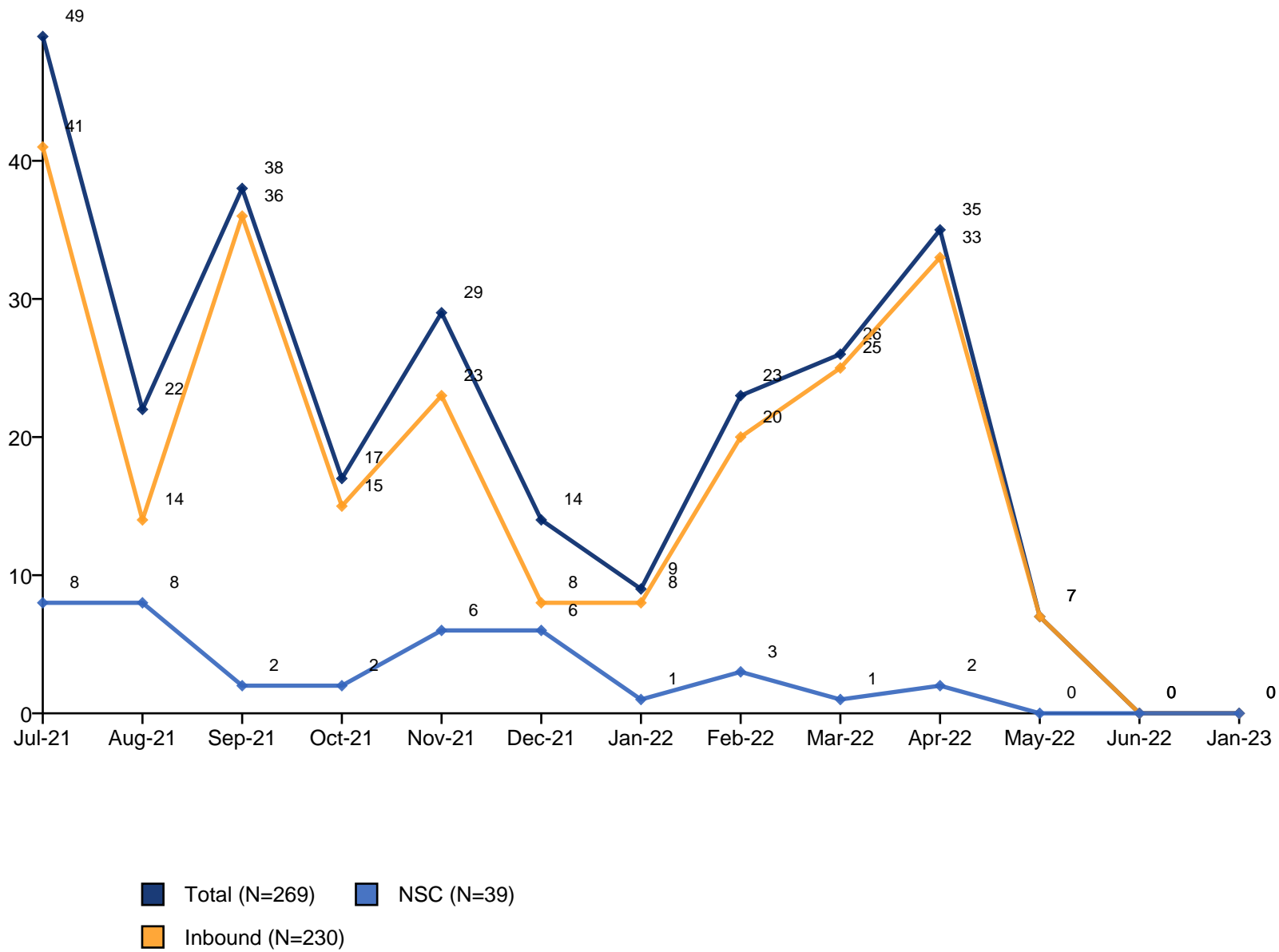**Inbound** **NSC**

Partners in customer advocacy (PCA) PROGRAM
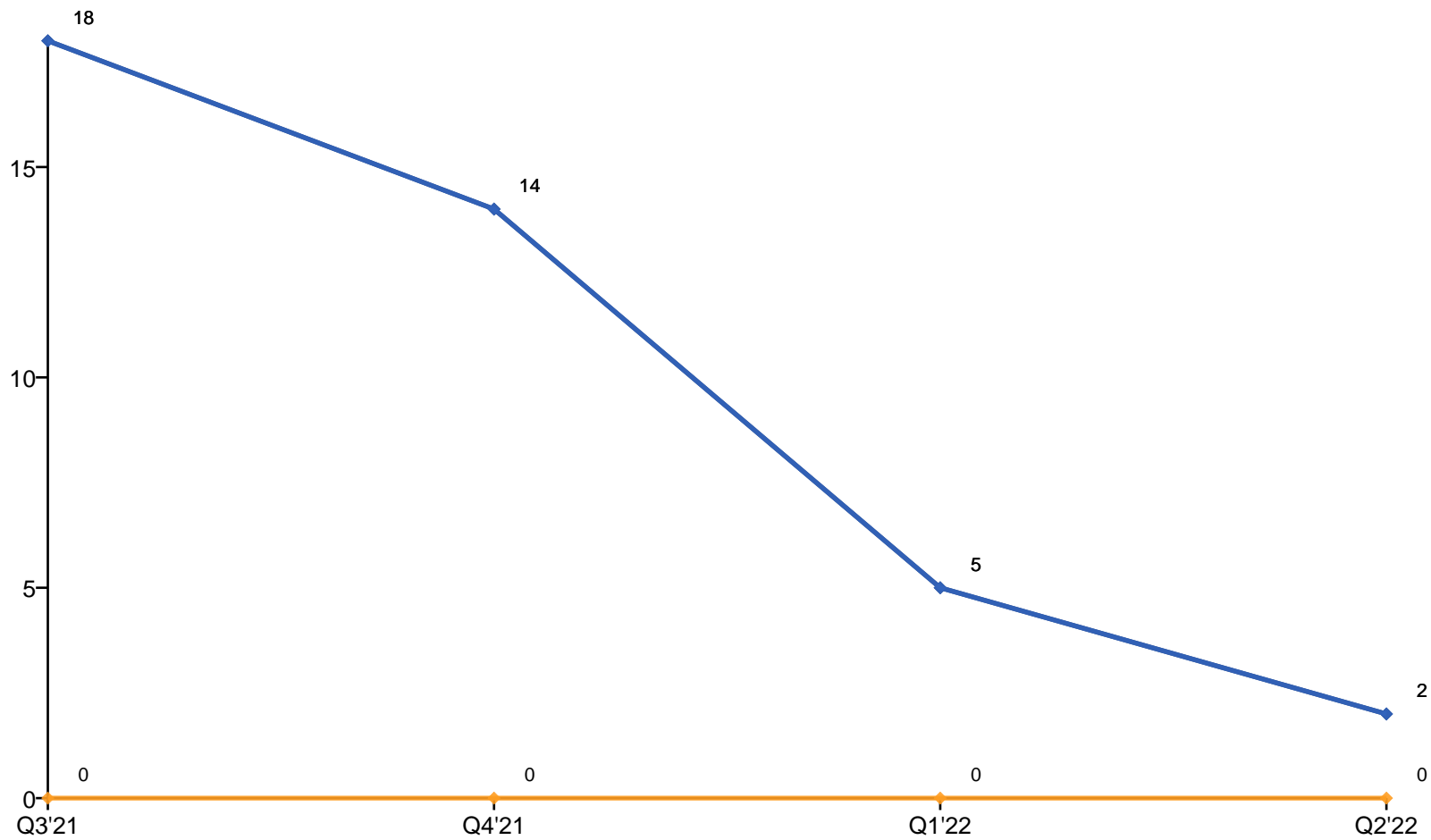
Advocates

Percentage of customers who are Advocates

Monthly Trend

Total (N=269)   NSC (N=39)

Inbound (N=230)

Quarterly Trend

Legend:
- Total (N=269)
- NSC (N=39)
- Inbound (N=230)

INBOUND

Banner: No Split
Filters: none

Dashboard Links:

Home   NSC

Trending Data

Monthly ▾

Service Type

All ▾

Segment

All ▾

Call resolution

All ▾

Power Outage

All ▾

Reason for Call

All ▾

Verbatims
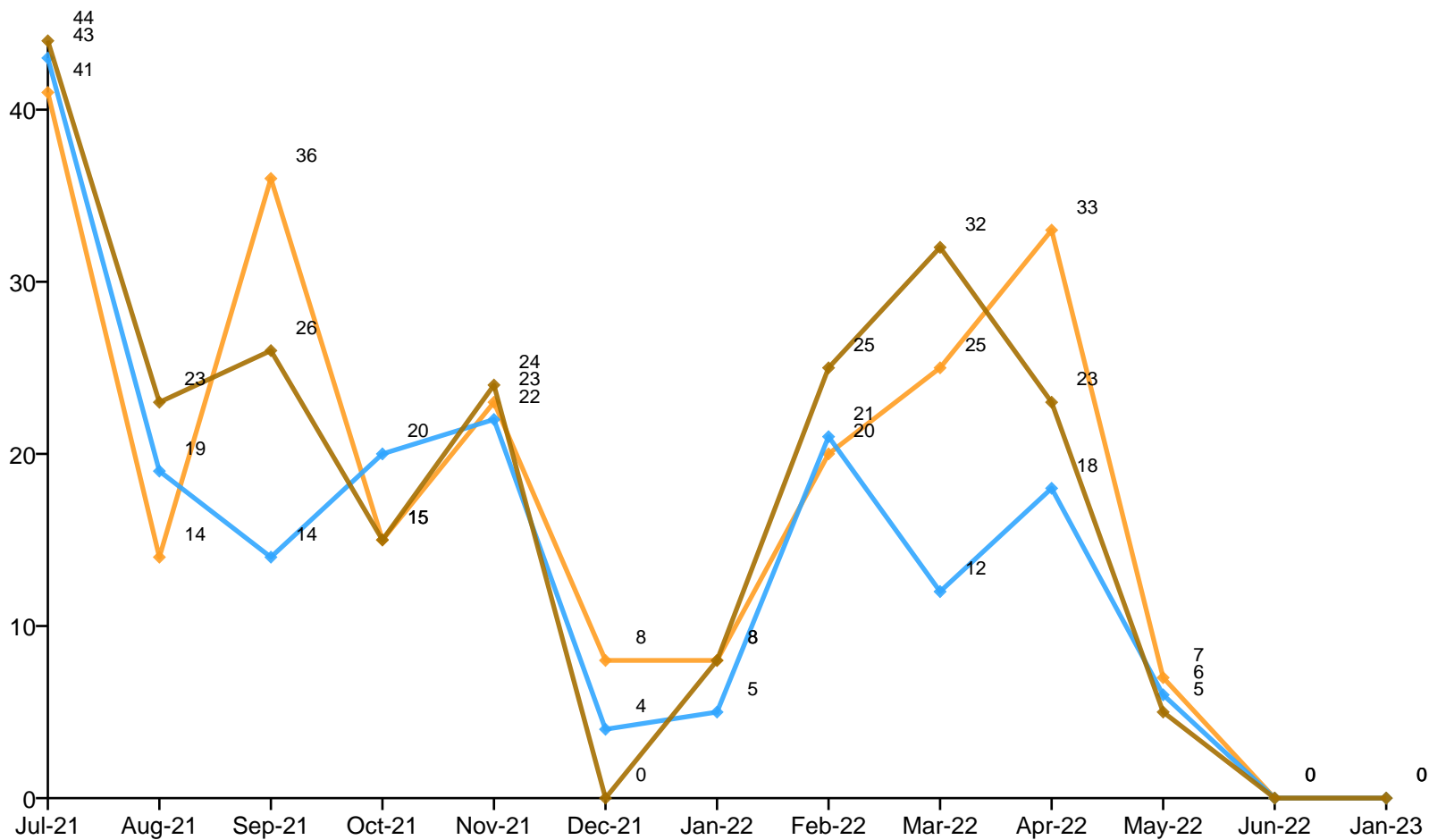
Filter(SFLAG):

All ▾

From:

To:

Export

PARTNERS IN CUSTOMER ADVOCACY (PCA):
INBOUND

Advocates

Trending Segments

Trending Segments

Advocates (N=230) Detractors (N=225)

Passives (N=184)

Performance Metrics

Call Resolution

Is a company I trust
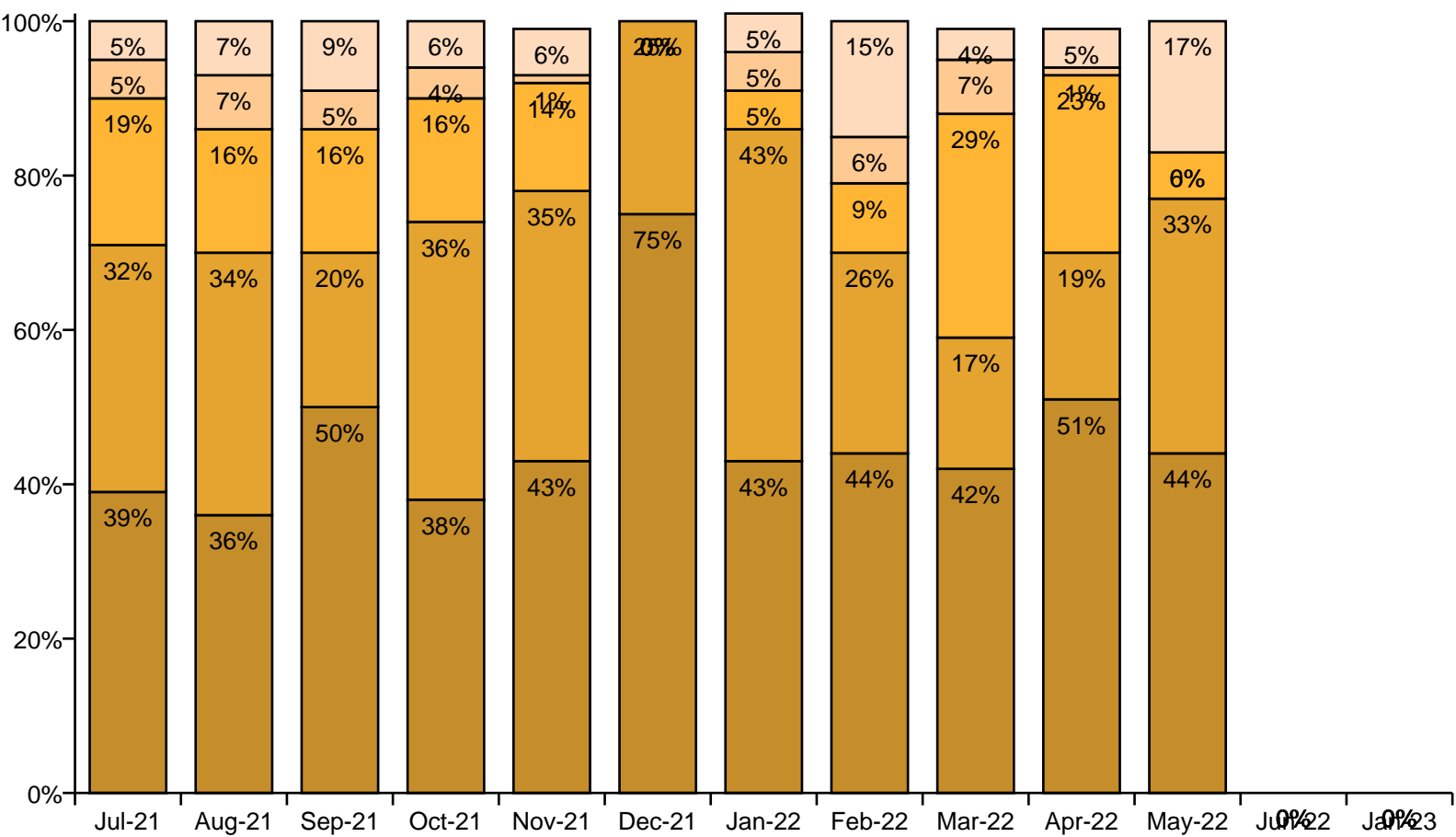
Great (N=279) Okay (N=108) Very Poor (N=45)

Good (N=178) Poor (N=29)

14/35

Call Resoulution

Legend:
- Not Resolved – Unsatisfied (N=141)
- Still in Progress – Unsatisfied (N=39)
- Still in Progress – Satisfied (N=49)
- Resolved Multiple Conts - Satisfied (N=102)
- Resolved on First Contact - Satisfied (N=396)
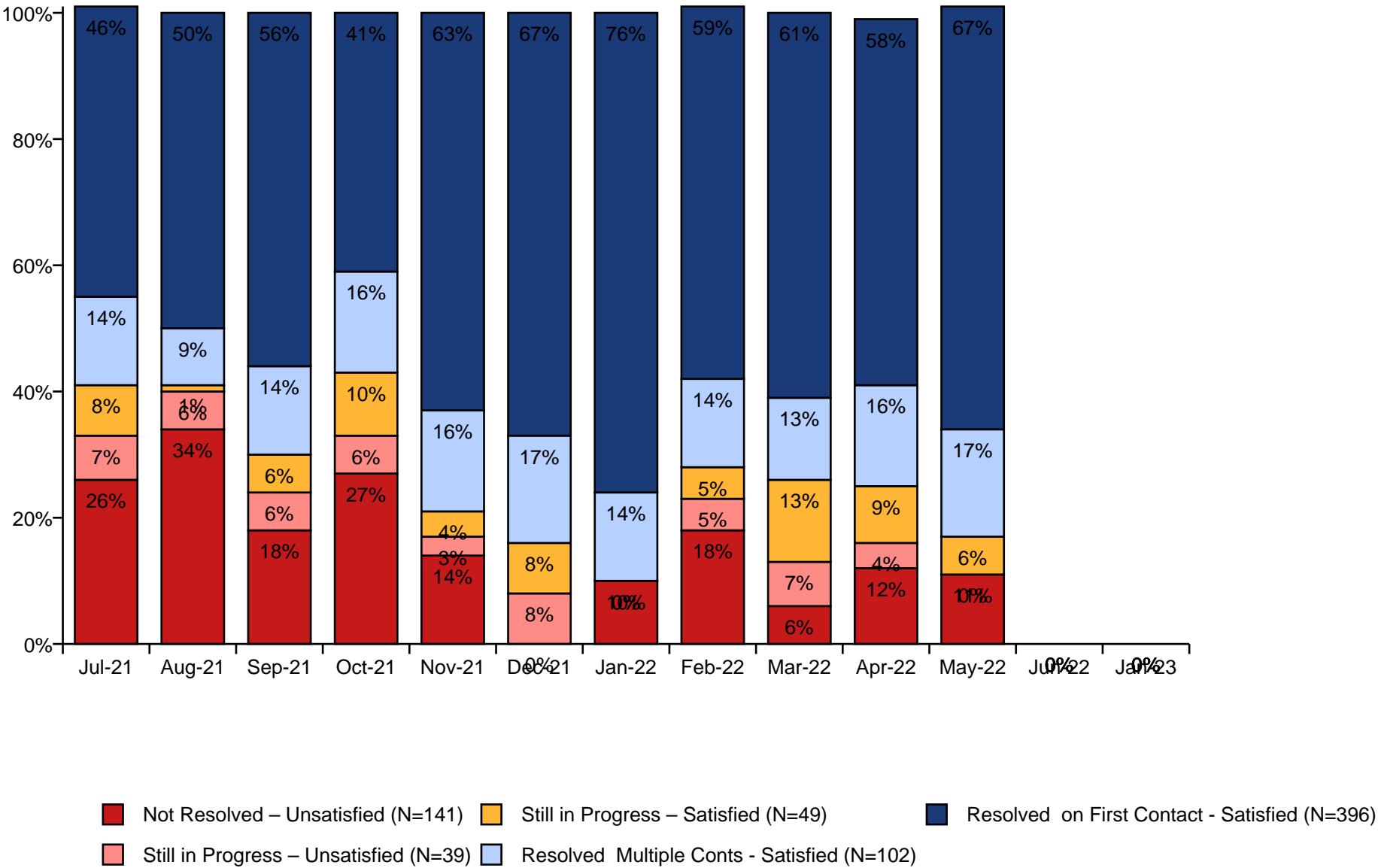
Cares about me

AUC Statements (% Agree, YTD)

Cares about me
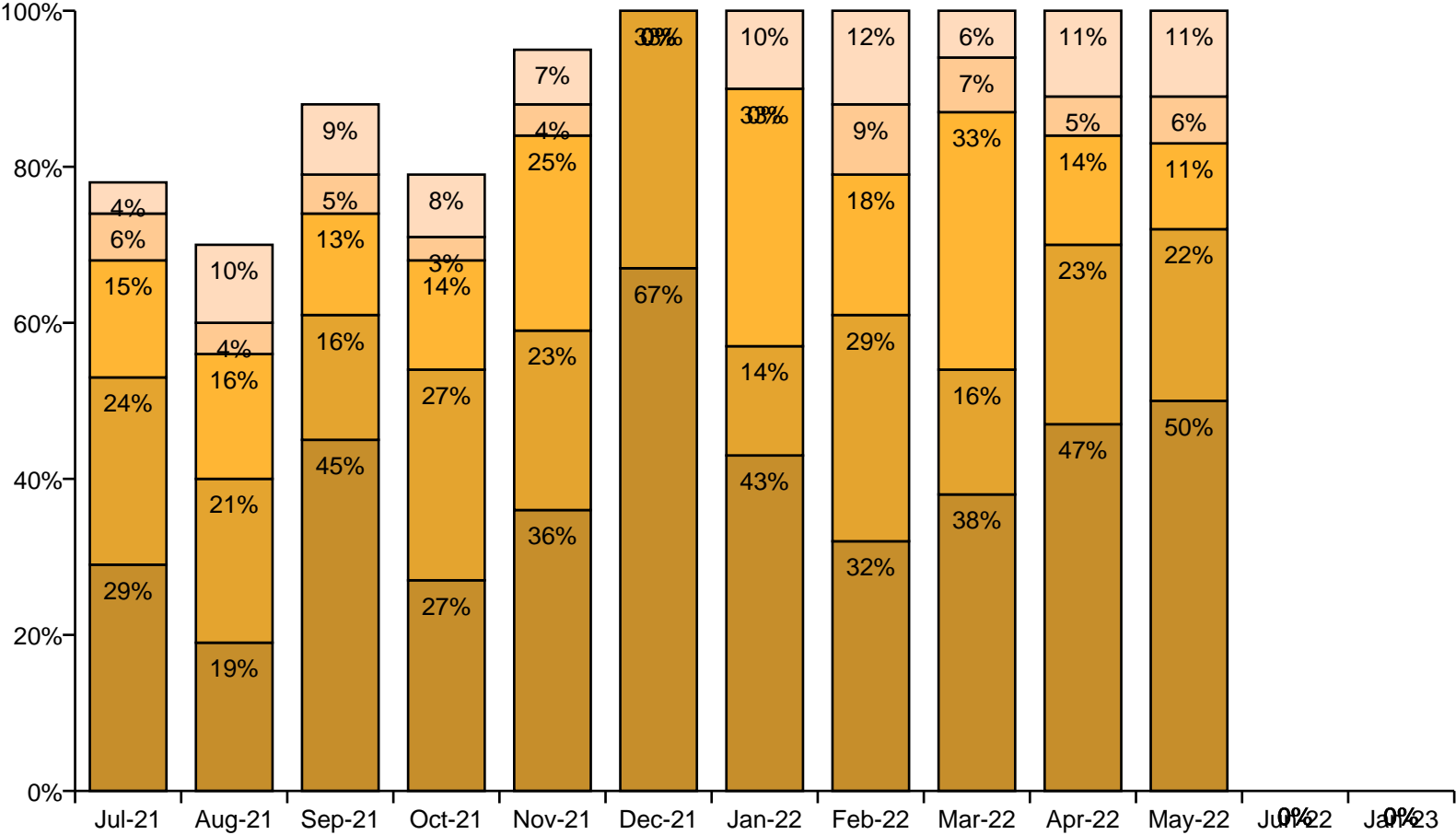
	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jan-23
Very Poor	4%	10%	9%	8%	7%	3%	10%	12%	6%	11%	11%	0%	0%
Poor	6%	4%	5%	3%	4%	3%	3%	9%	7%	5%	6%		
Okay	15%	16%	13%	14%	25%		3%	18%	33%	14%	11%		
Good	24%	21%	16%	27%	23%	67%	14%	29%	16%	23%	22%		
Great	29%	19%	45%	27%	36%		43%	32%	38%	47%	50%		

Legend:
- Great (N=252)
- Good (N=163)
- Okay (N=130)
- Poor (N=38)
- Very Poor (N=56)

AUC Statements (% Agree, YTD)

Bar chart showing percentage agreement across categories:
- Knowledgeable: 77%
- Helpful: 77%
- Provide satisfactory service: 76%
- Courteous: 84%
- Easy for customer to reach out: 78%
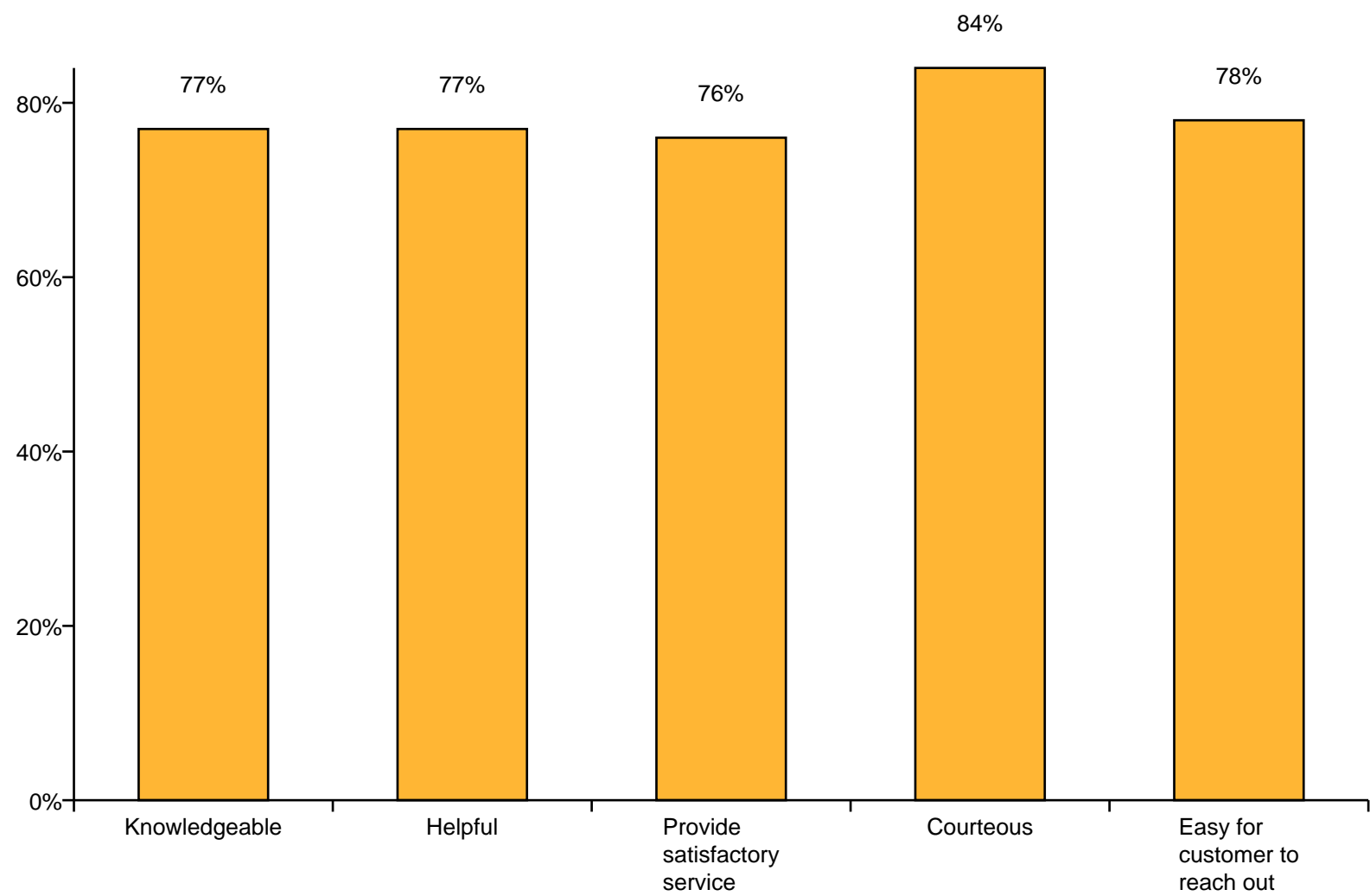
NSC

Banner: No Split
Filters: none

Dashboard Links:

Home **Inbound**

Trending Data

Monthly ▾

Relationship to site

All ▾

Segment

All ▾

First NSC Experience

All ▾

Ease of completion

All ▾

Verbatims

Filter(SFLAG):

All ▾

From:

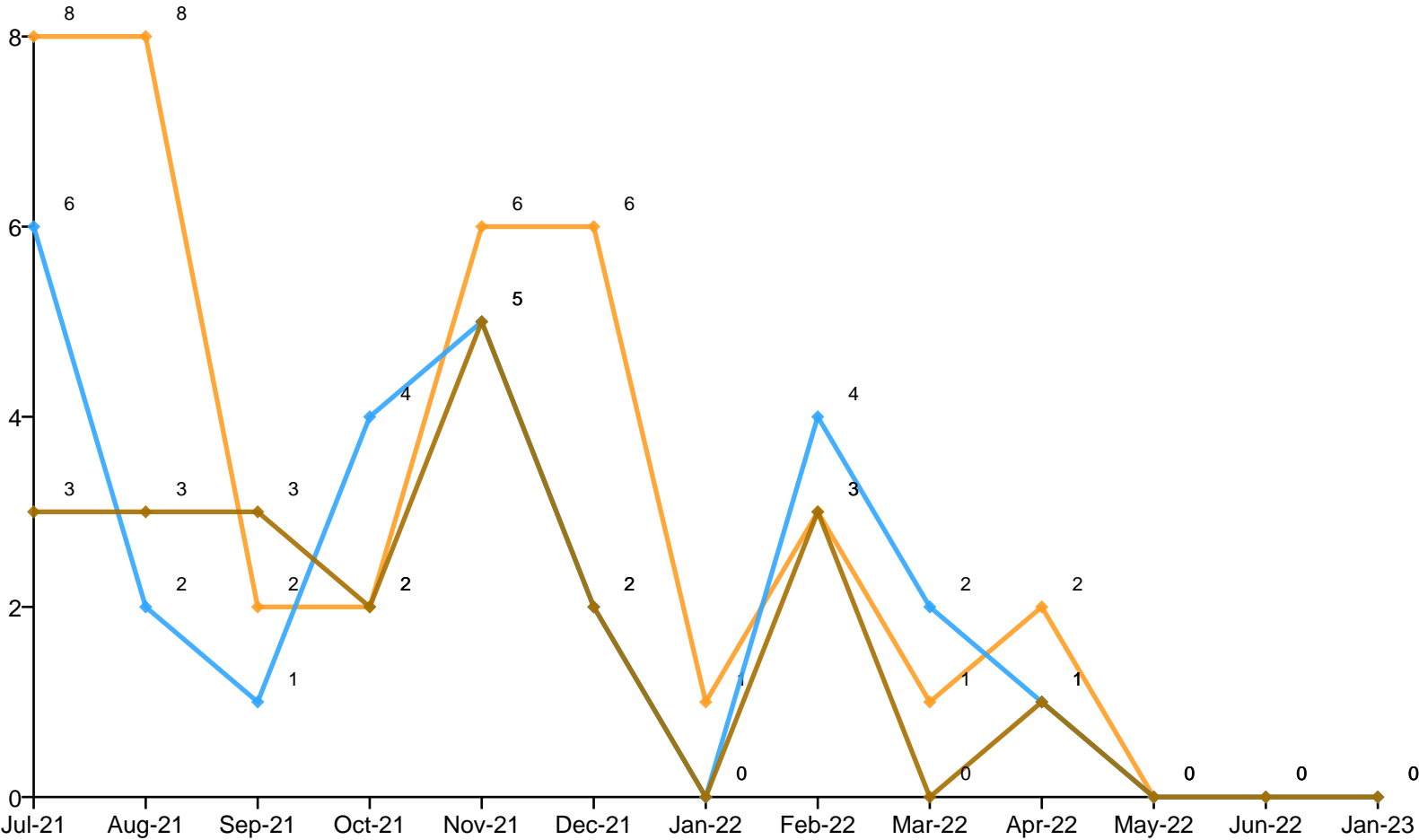| |
| --- |

To:

Export

PARTNERS IN CUSTOMER ADVOCACY (PCA): NSC

Advocates

Month-to-Month Trend: Segments
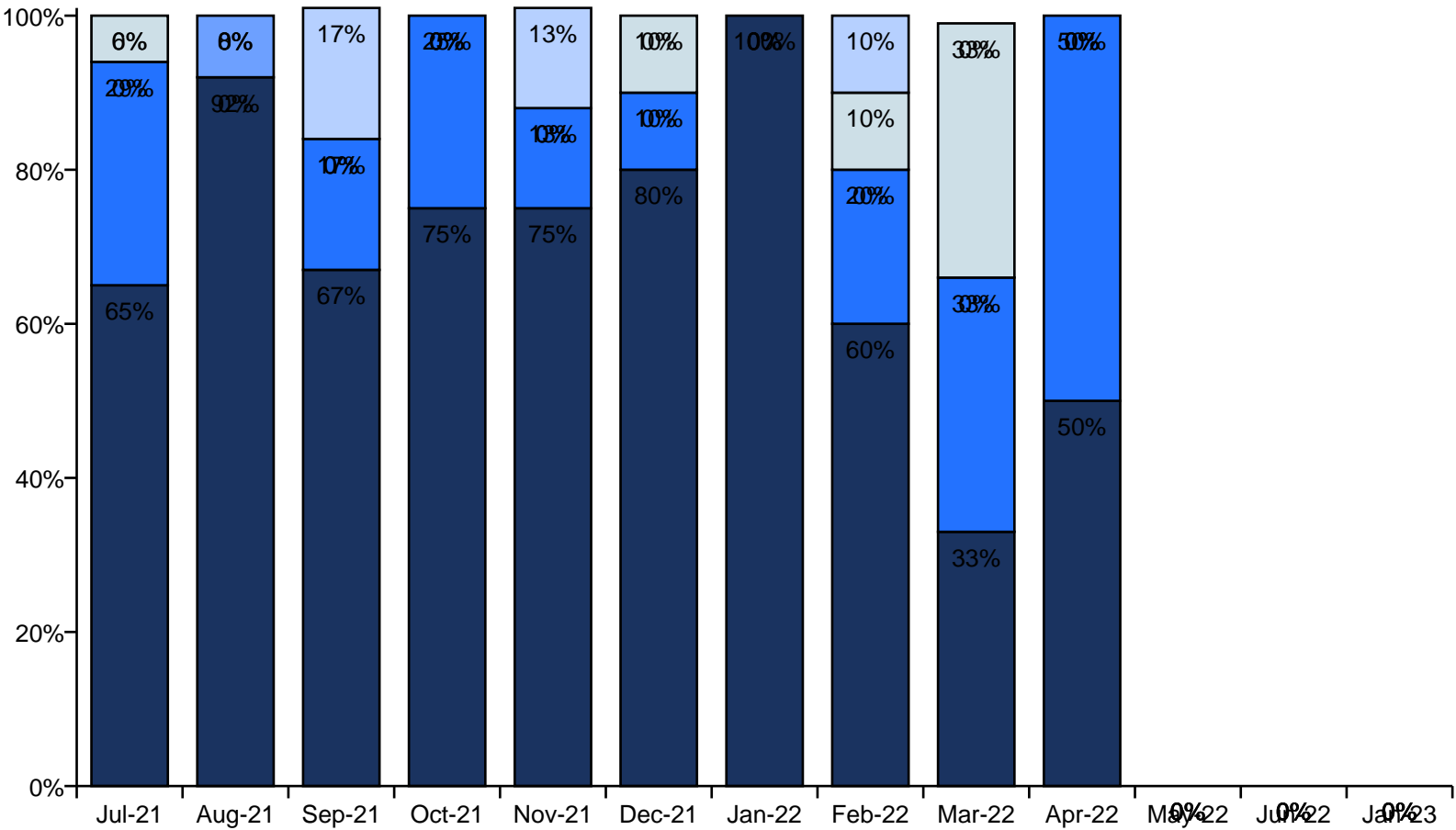
Month-to-Month Trend: Segments

Legend:
- Advocates (N=39)
- Detractors (N=22)
- Passives (N=27)

Quote Phase

Design Phase

Construction Phase

Quote Phase

Legend:
- Very dissatisfied (N=63)
- Somewhat dissatisfied (N=16)
- Neither satisfied/dissatisfied (N=1)
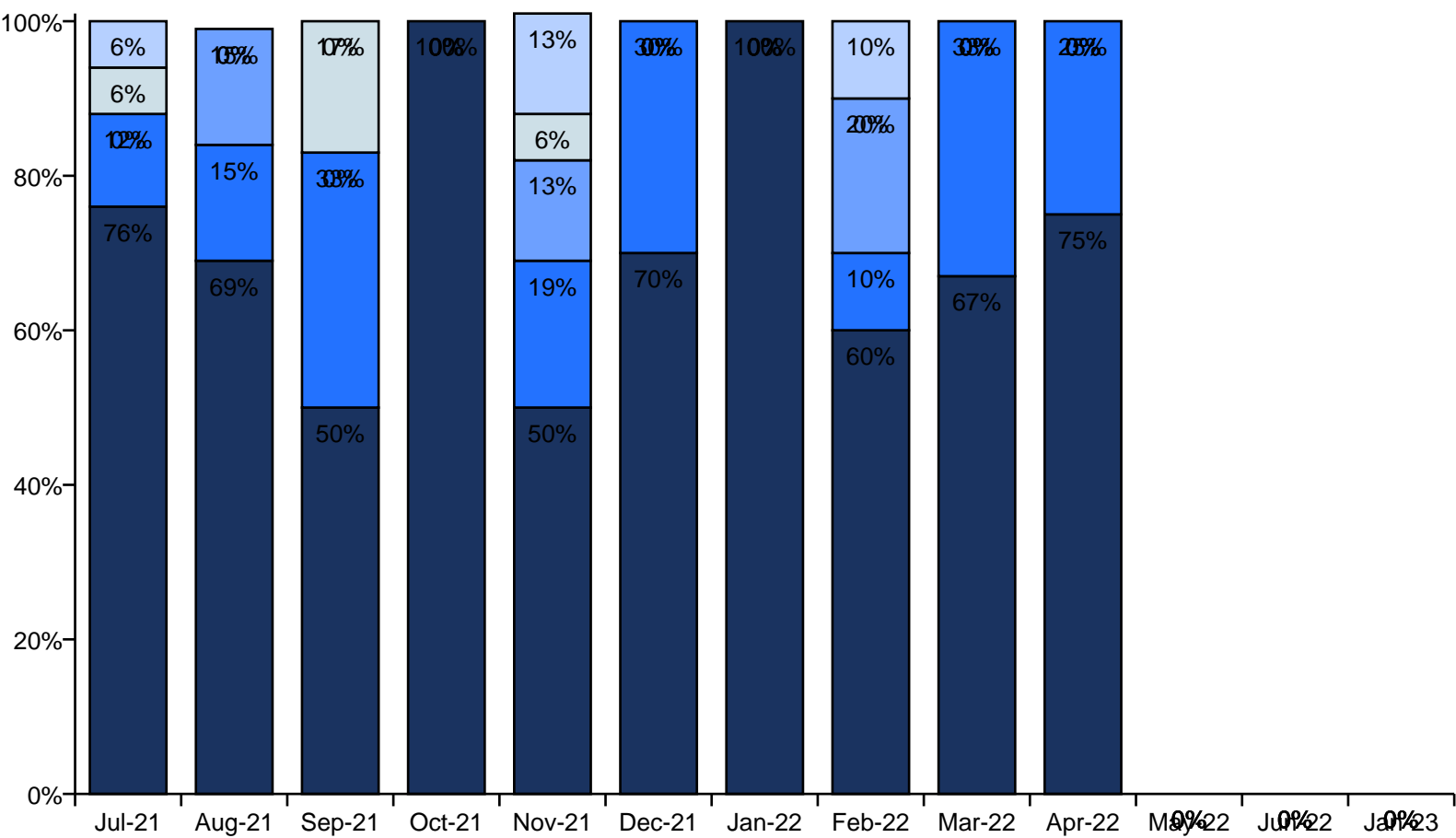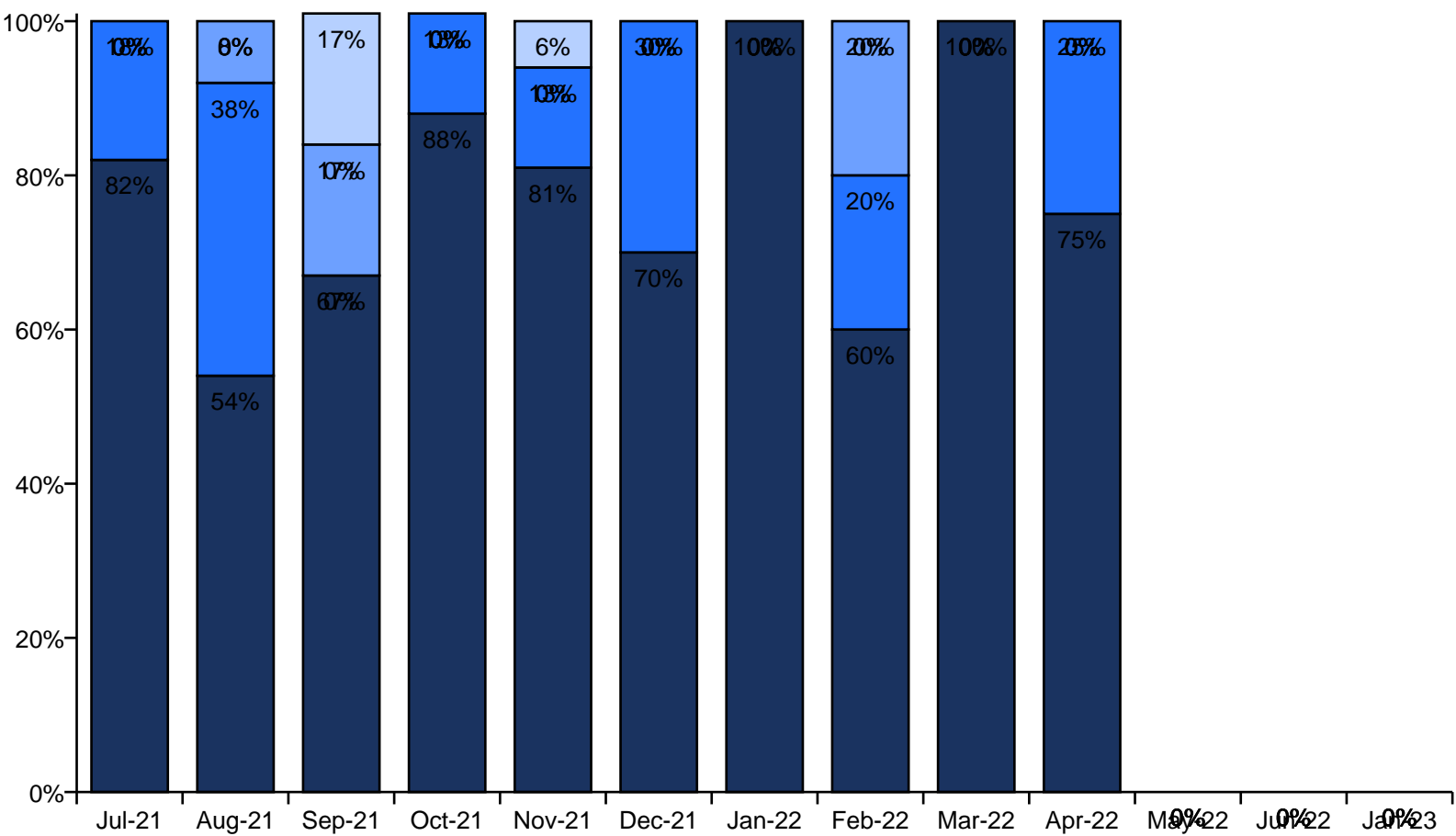- Somewhat satisfied (N=4)
- Very satisfied (N=4)

Design Phase

Very dissatisfied (N=60)   Neither satisfied/dissatisfied (N=6)   Very satisfied (N=4)

Somewhat dissatisfied (N=15)   Somewhat satisfied (N=3)

Construction Phase

|	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jan-23
Very dissatisfied	82%	54%	67%	88%	81%	70%	100%	60%	100%	75%	0%	0%	0%
Somewhat dissatisfied	18%	38%	7%	13%	13%	0%	0%	20%	0%	25%			
Neither satisfied/dissatisfied	0%	8%	17%	0%	6%	30%	0%	20%	0%	0%			
Very satisfied			17%										

Legend:
- Very dissatisfied (N=65)
- Somewhat dissatisfied (N=17)
- Neither satisfied/dissatisfied (N=4)
- Somewhat satisfied (N=0)
- Very satisfied (N=2)

Performance Metrics

Ease of Completion

Performance Metrics
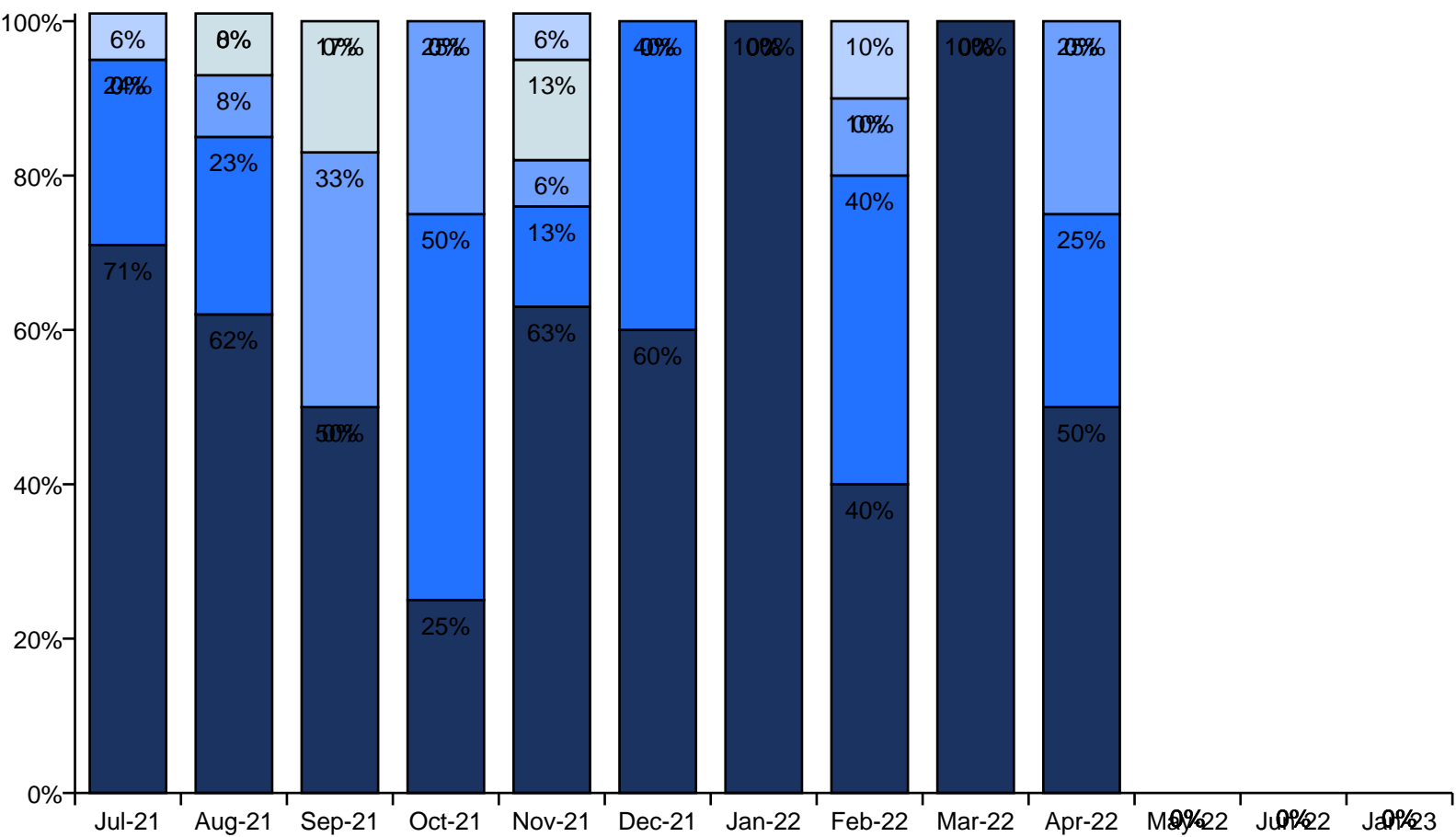
Legend:
- Very dissatisfied (N=51)
- Somewhat dissatisfied (N=22)
- Neither satisfied/dissatisfied (N=8)
- Somewhat satisfied (N=4)
- Very satisfied (N=3)

Ease of Completion

| | Jul-21 | Aug-21 | Sep-21 | Oct-21 | Nov-21 | Dec-21 | Jan-22 | Feb-22 | Mar-22 | Apr-22 | May-22 | Jun-22 | Jan-23 |

Legend:
- Not Resolved – Unsatisfied (N=42)
- Still in Progress – Unsatisfied (N=27)
- Still in Progress – Satisfied (N=8)
- Resolved Multiple Conts - Satisfied (N=5)
- Resolved on First Contact - Satisfied (N=6)