

# Main

Banner: No Split  
Filters: none

## Detailed Data

Inbound

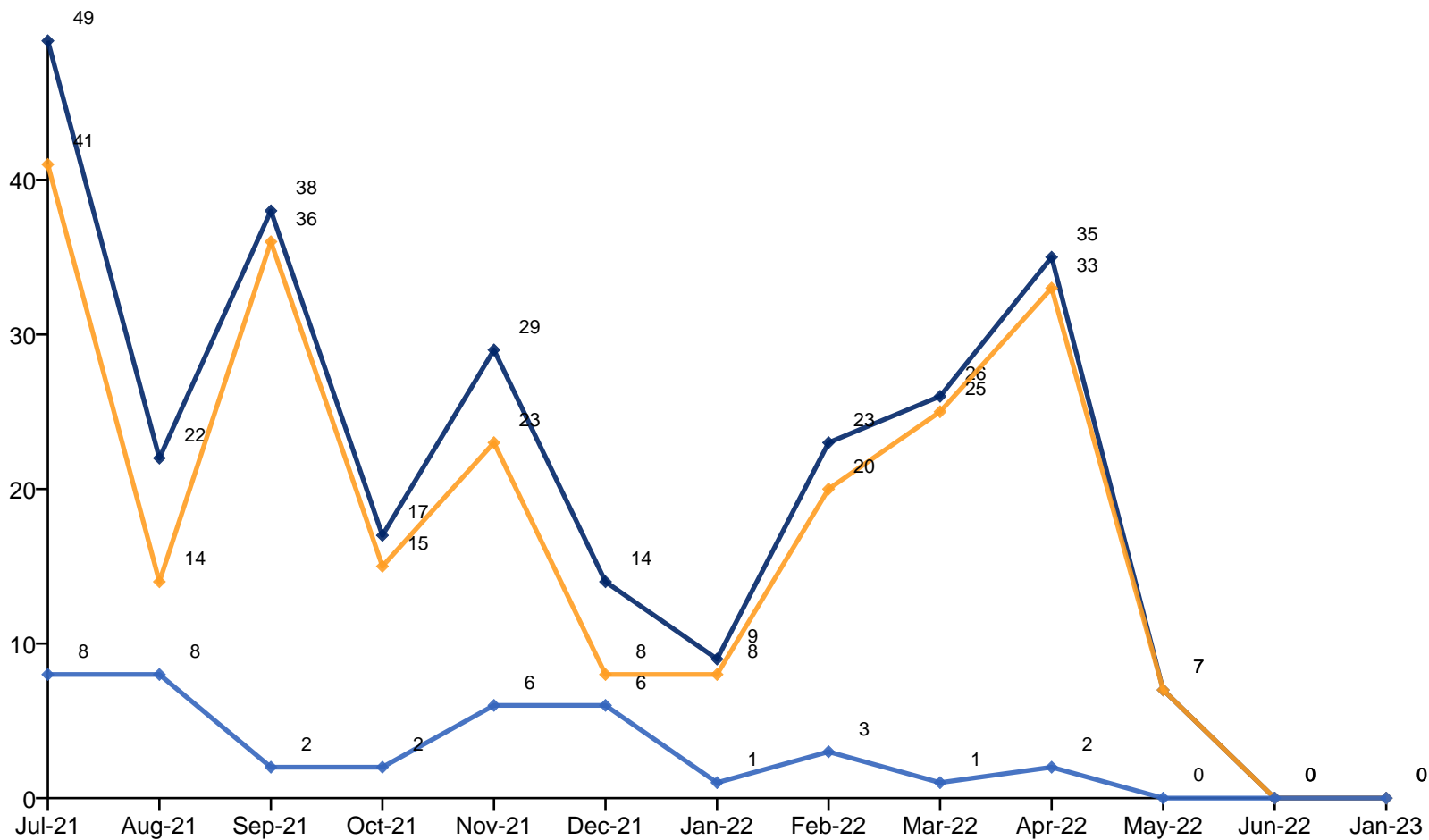
NSC

# **Partners in customer advocacy (PCA) PROGRAM**

## **Advocates**

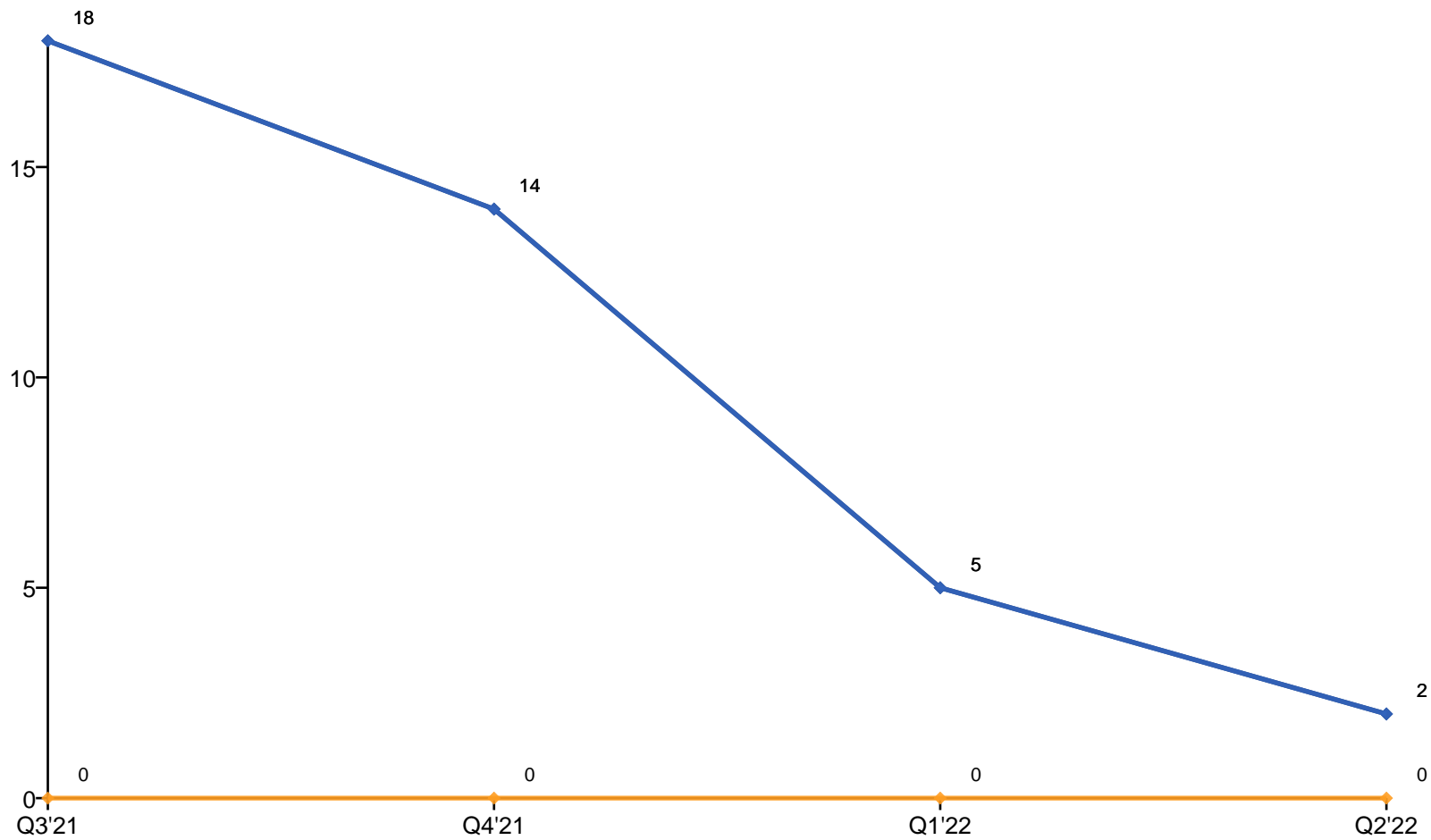
Percentage of customers who are Advocates

Monthly Trend



■ Total (N=269)   ■ NSC (N=39)  
■ Inbound (N=230)

Quarterly Trend



■ 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

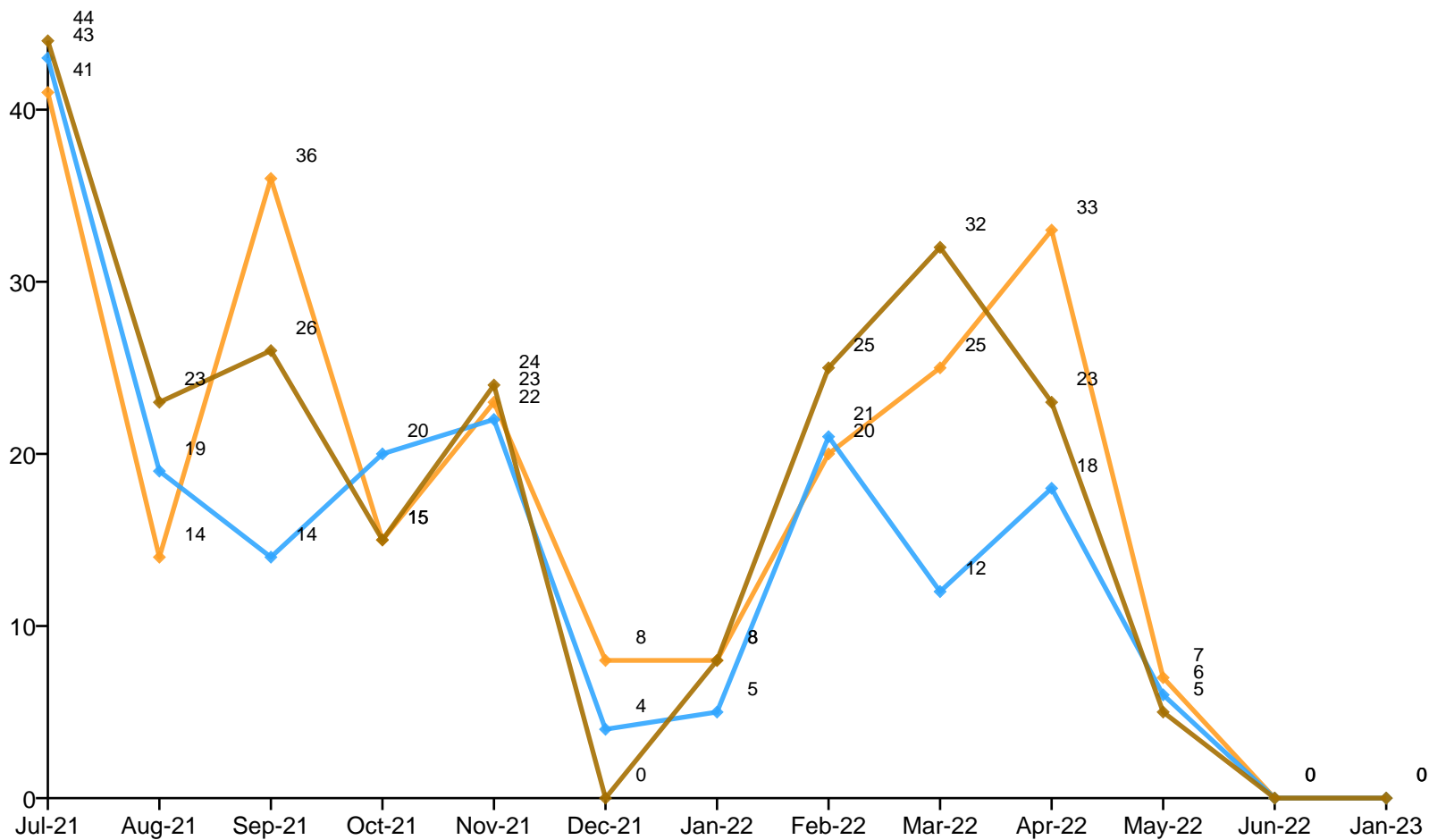
# **PARTNERS IN CUSTOMER ADVOCACY (PCA):** **INBOUND**



## **Advocates**

## Trending Segments

Trending Segments

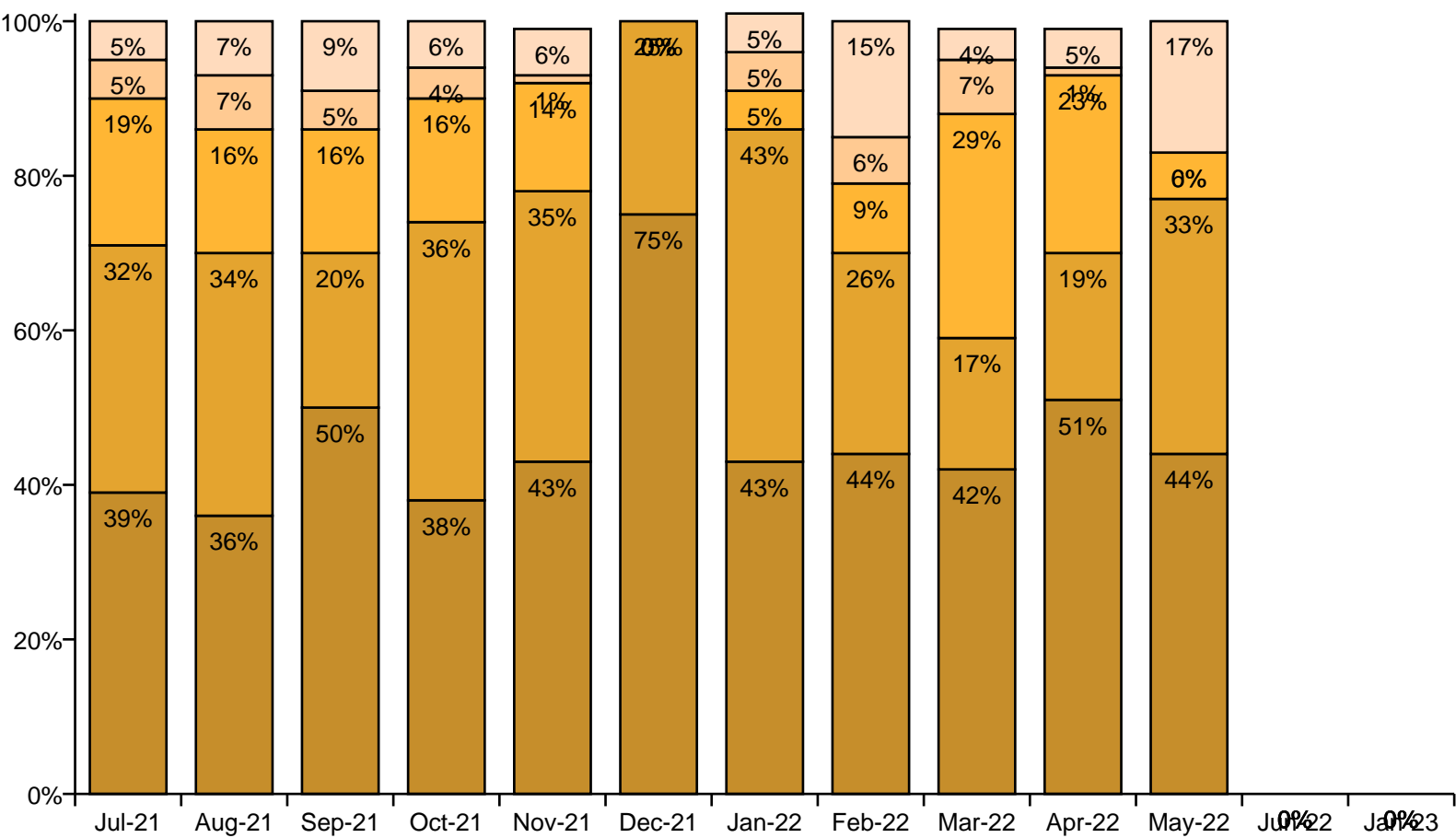


Advocates (N=230) Detractors (N=225)  
Passives (N=184)

## Performance Metrics

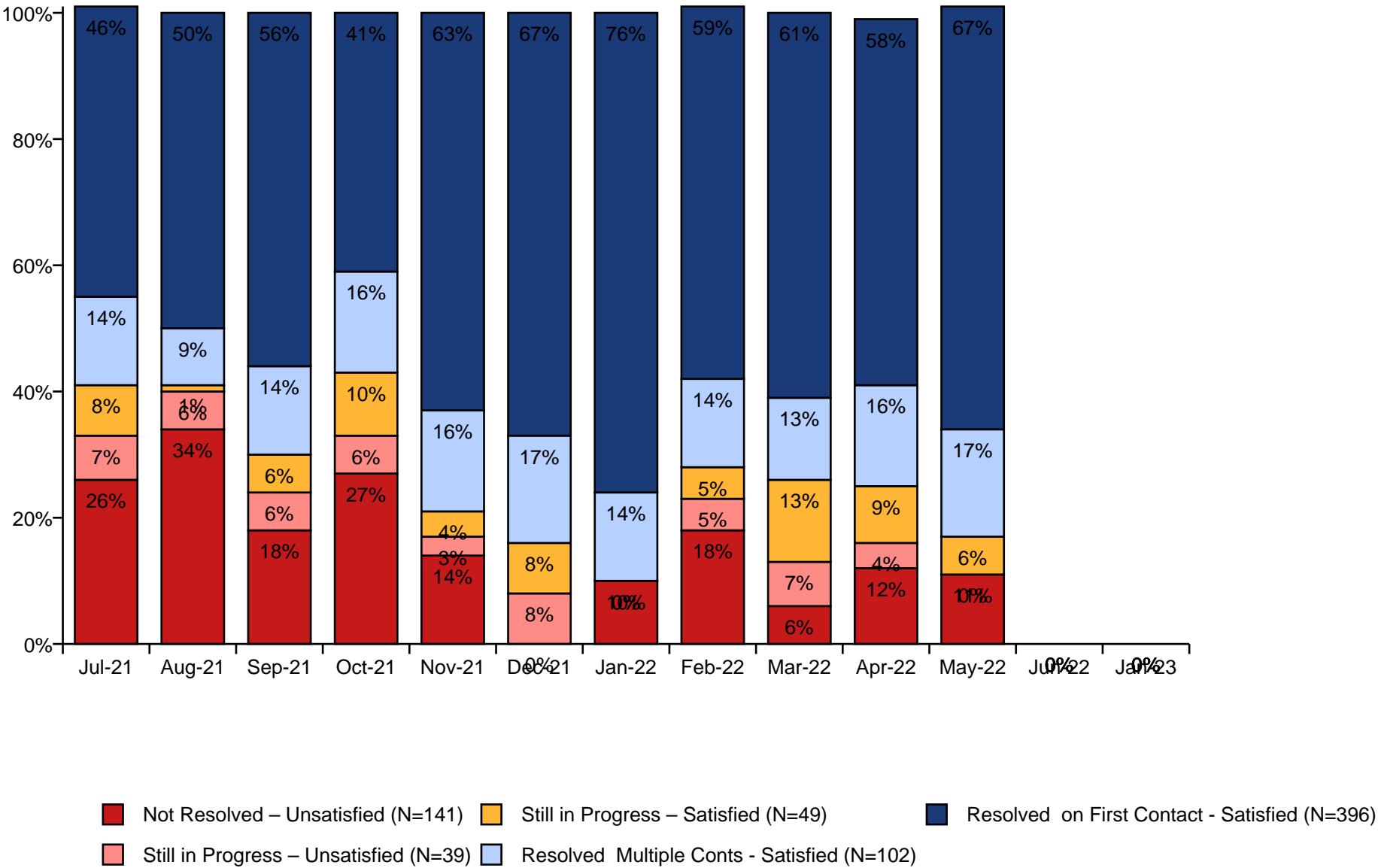
## Call Resolution

Is a company I trust



Great (N=279)   Okay (N=108)   Very Poor (N=45)  
Good (N=178)   Poor (N=29)

Call Resolution

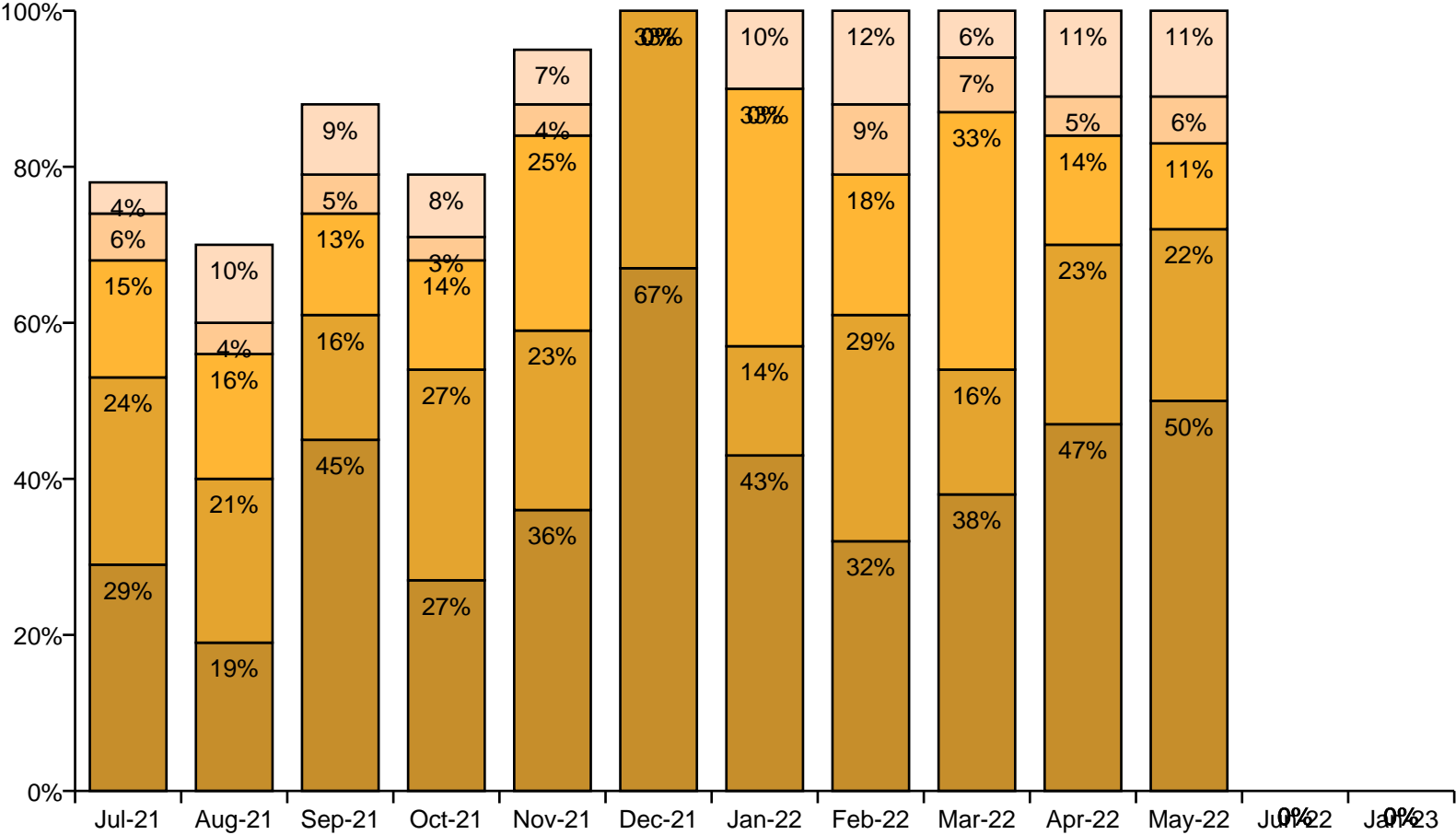


**Cares about me**



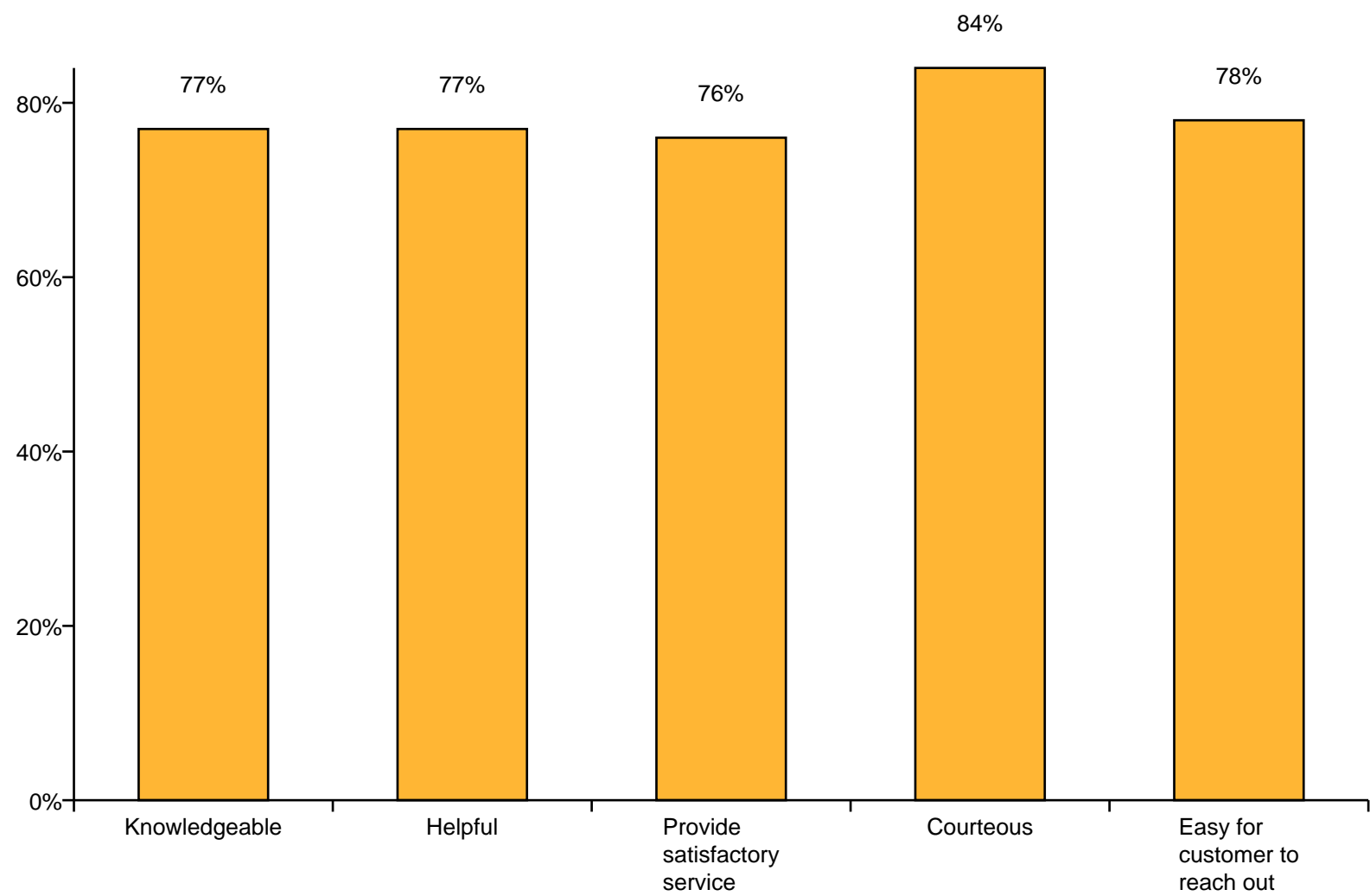
## **AUC Statements (% Agree, YTD)**

Cares about me



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

AUC Statements (% Agree, YTD)



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

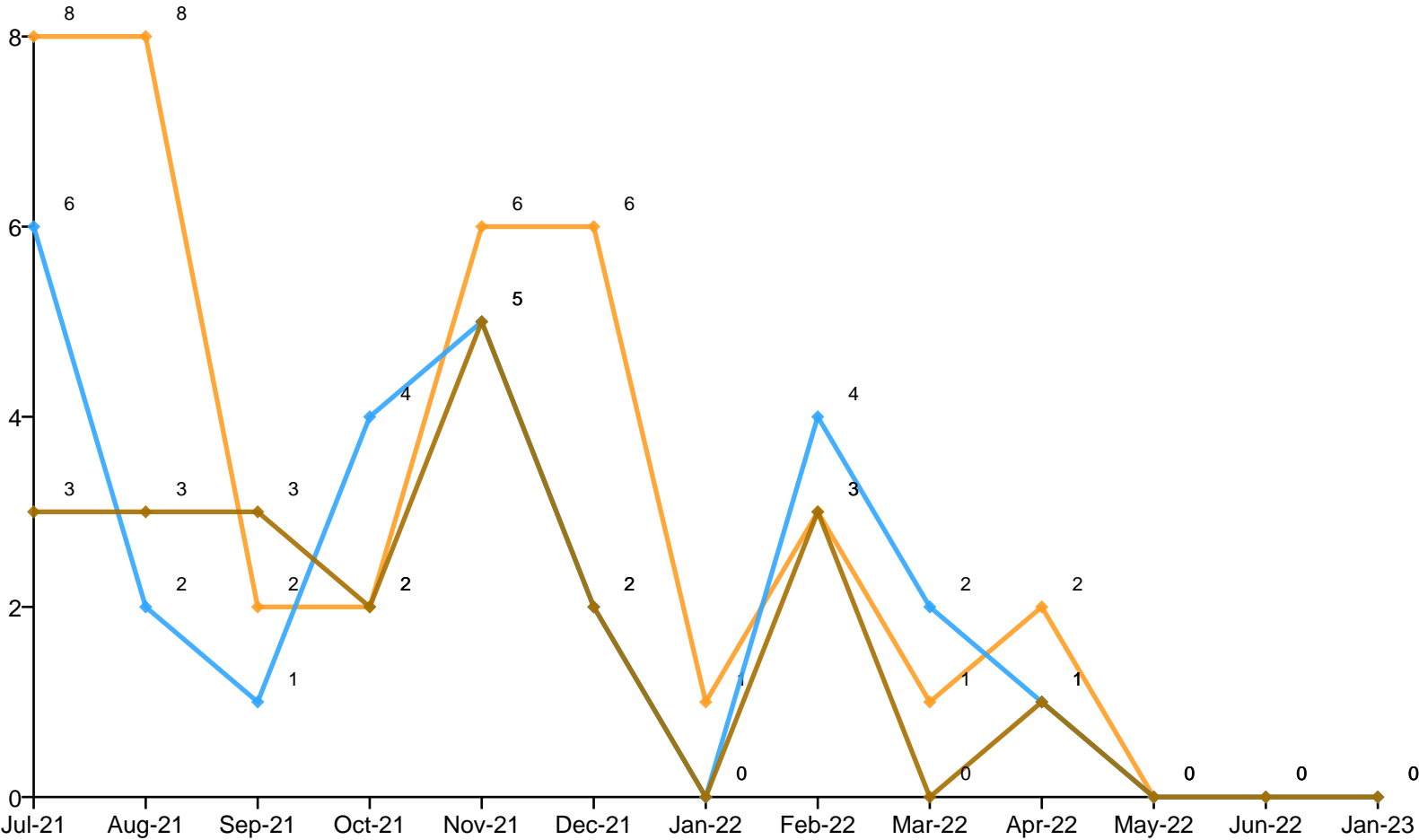
## **PARTNERS IN CUSTOMER ADVOCACY (PCA): NSC**

## **Advocates**

## Month-to-Month Trend: Segments



Month-to-Month Trend: Segments



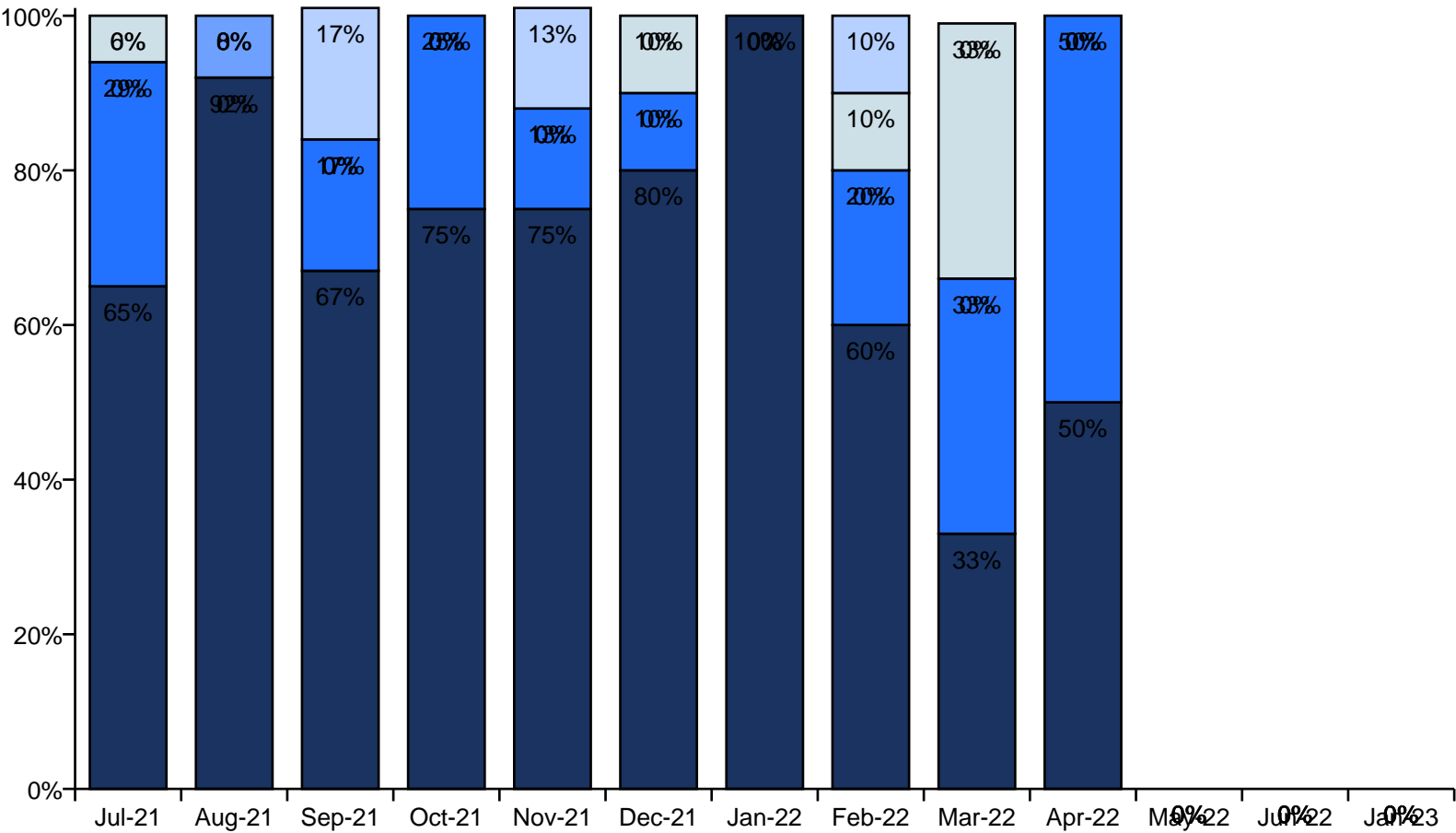
Advocates (N=39) Detractors (N=22)  
Passives (N=27)

## Quote Phase

## Design Phase

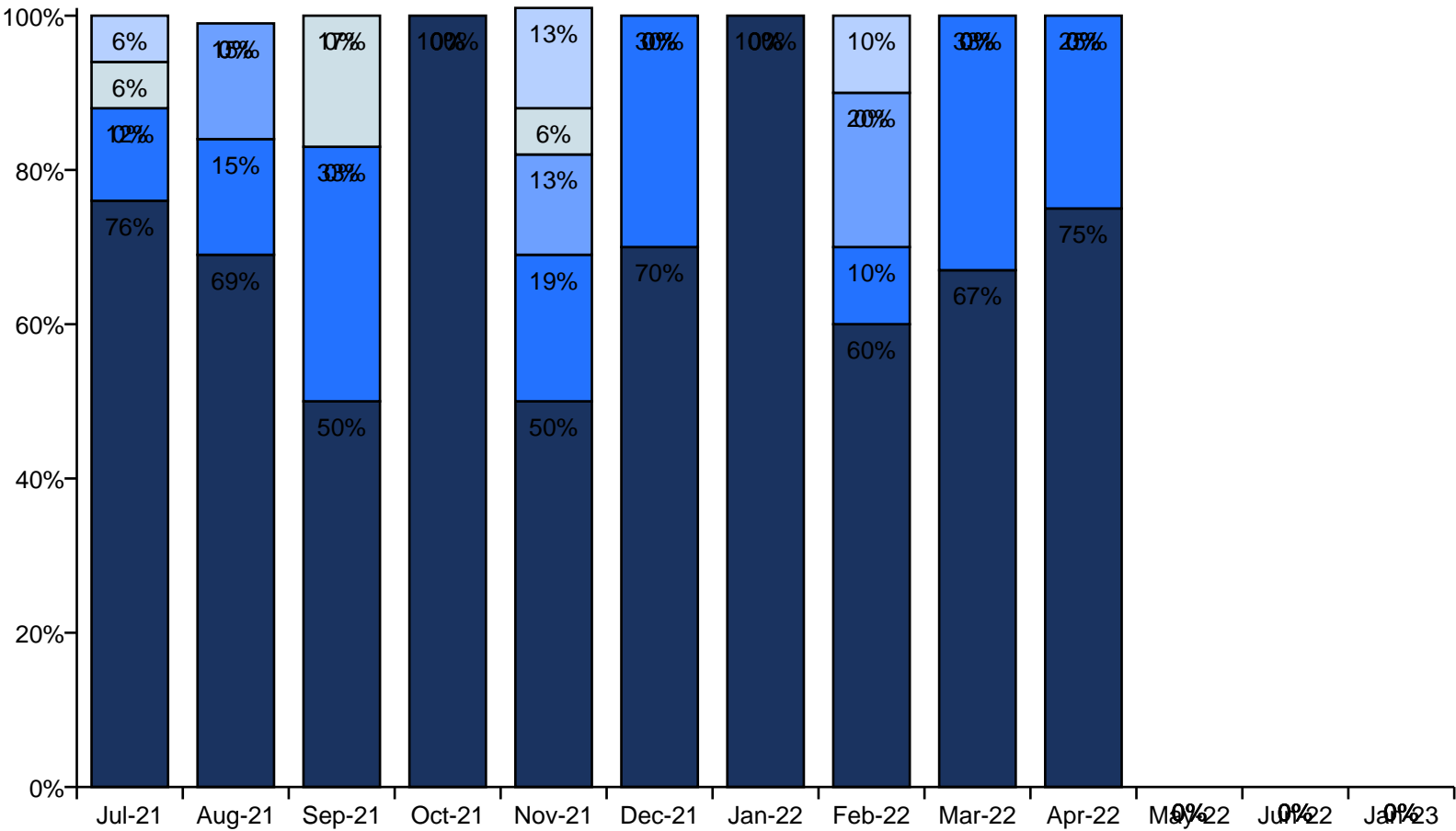
## Construction Phase

Quote Phase



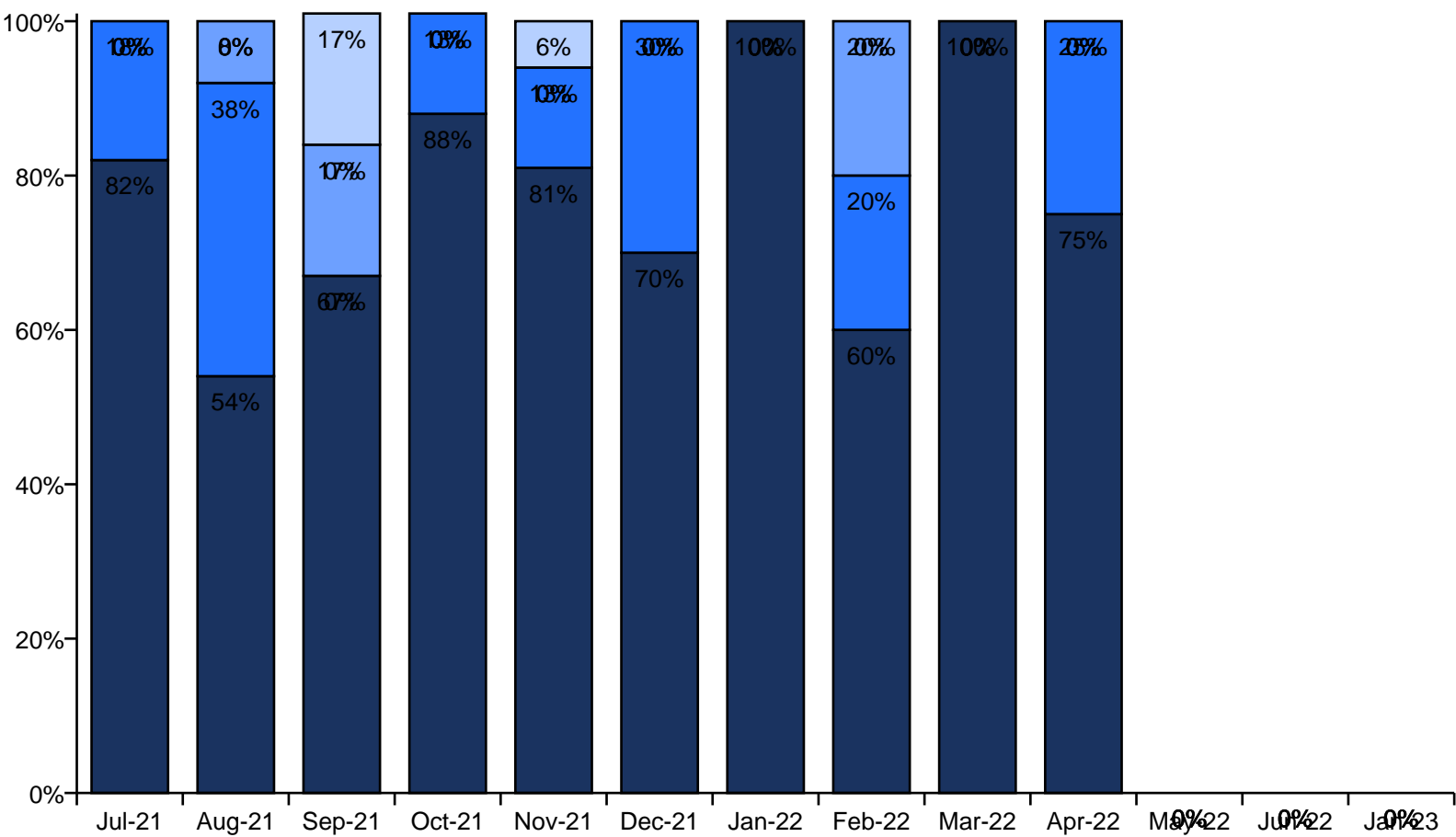
Very dissatisfied (N=63)    Neither satisfied/dissatisfied (N=1)    Very satisfied (N=4)  
Somewhat dissatisfied (N=16)    Somewhat satisfied (N=4)

Design Phase



Very dissatisfied (N=60)    Somewhat dissatisfied (N=15)    Neither satisfied/dissatisfied (N=6)    Somewhat satisfied (N=3)    Very satisfied (N=4)

Construction Phase



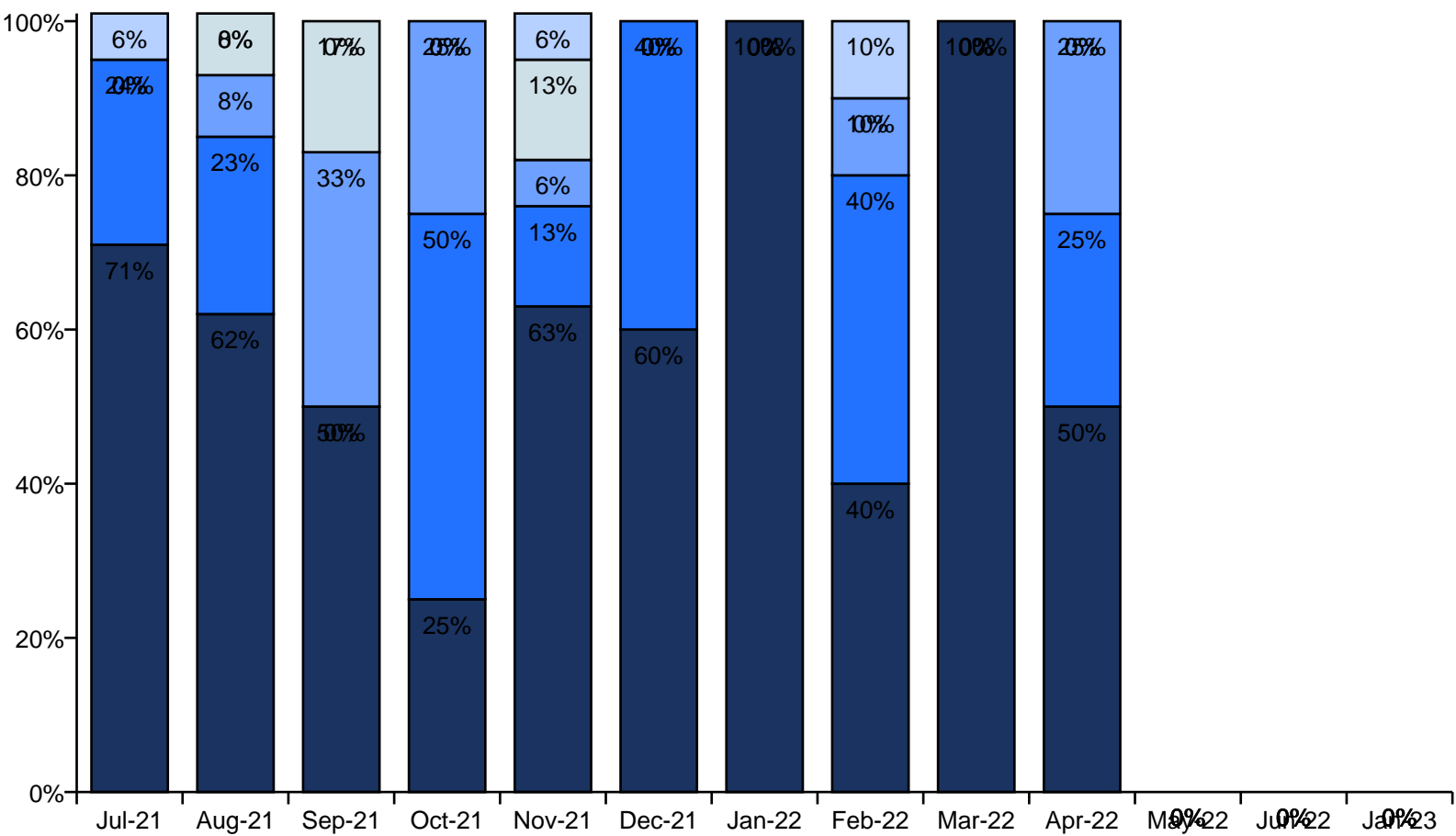
Very dissatisfied (N=65)    Somewhat dissatisfied (N=17)    Neither satisfied/dissatisfied (N=4)    Somewhat satisfied (N=0)    Very satisfied (N=2)

## Performance Metrics



## Ease of Completion

Performance Metrics



Very dissatisfied (N=51)    Somewhat dissatisfied (N=22)    Neither satisfied/dissatisfied (N=8)    Somewhat satisfied (N=4)    Very satisfied (N=3)

Ease of Completion

