

# EXPERIENCE DASHBOARD

## CUSTOMERS



<b>Net Promotor Score (NPS)</b> Measure the customers' willingness to promote your product or service	<b>Customer Satisfaction (CSAT)</b> Measure overall satisfaction of customers	<b>Customer Effort Score (CES)</b> Measure the ease of job execution
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## EMPLOYEES



<b>Employee Net Promoter Score (eNPS)</b> Measure the employees' willingness to promote your product or service	<b>Employee Satisfaction (ESAT)</b> Measure overall satisfaction of employees	<b>Employee Effort Score (CES)</b> Measure the ease of job execution
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## JOURNEY



Define operational indicators in each stage of the journey

	STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
Examples:	# Logins on portal # New customers Accessibility	% Channel distribution % Automated requests	Lead time % First time right	% Cases overdue % Escalations	# Complaints % Contacts within 30 days

# EXPERIENCE DASHBOARD

**CUSTOMERS**

**EMPLOYEES**



**JOURNEY**



*Define operational indicators in each stage of the journey*