

NPS Example

Banner: No Split
Filters: none

How likely are you to recommend Decipher Travel to a friend or colleague?

Net Promoter Score: Likely to Recommend

31

👤 546

Average Score: Transaction Satisfaction

7.7 / 10

👤 546

Average Score: Experience Satisfaction

5.1 / 10

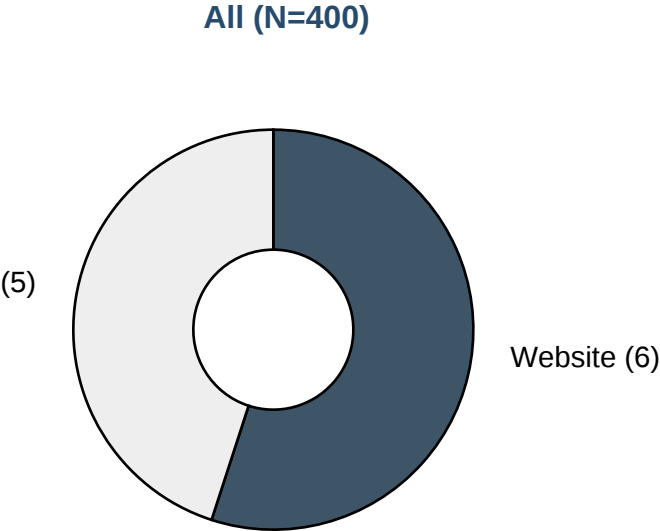
👤 546

Average Score: Continue to Purchase

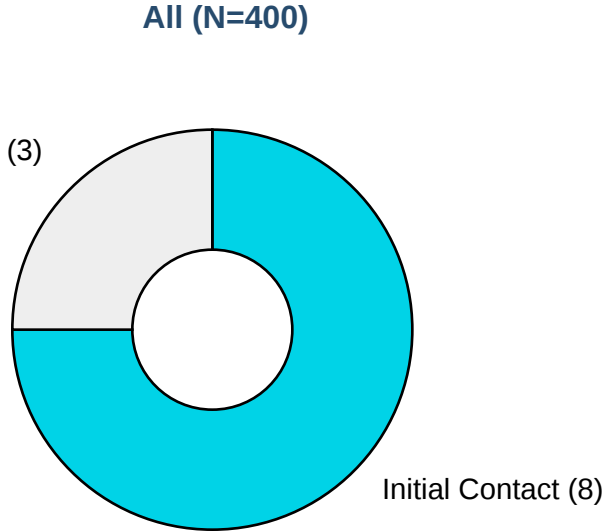
4.3 / 10

👤 251

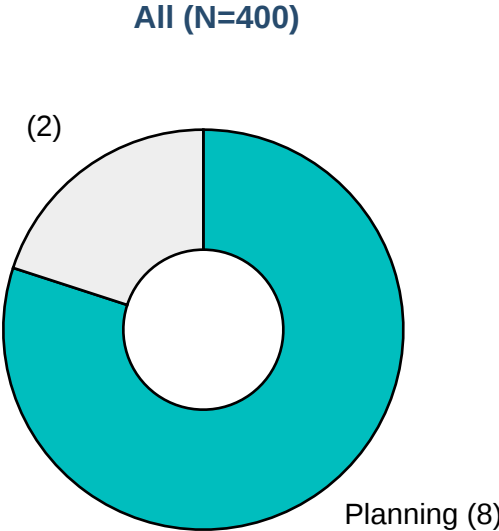
Customer Journey - Website



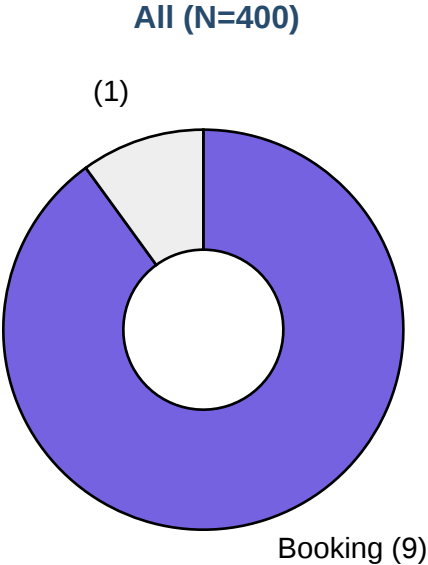
Customer Journey - Initial Contact



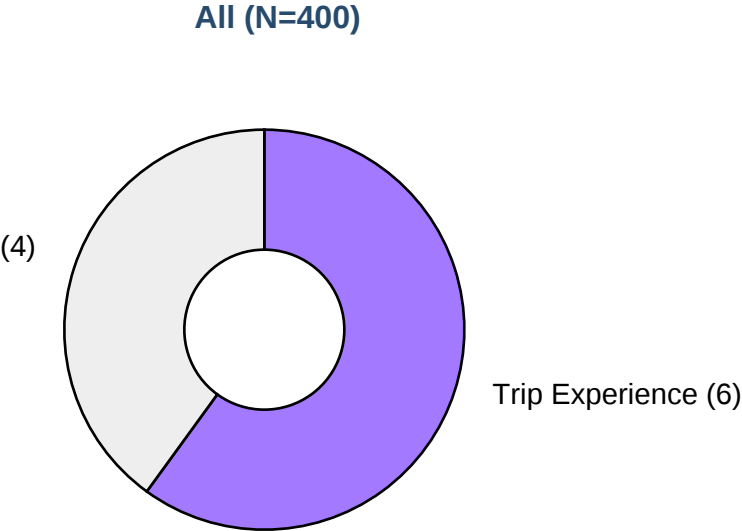
Customer Journey - Planning



Customer Journey - Booking



Customer Journey - Trip Experience



Net Promoter by Budget Trip Budget NPS Distribution 0 - \$1k 121 22 184240 \$1 - \$2.5k 32 44 64450 \$2.5 - \$5k 55 34
153649 \$5k+ 71 16 214237 **Overall 279 25 174142**

Net Promoter by Destination Continent NPS Distribution North America 33 30 183348 South America 18 11 283339
Europe 90 36 182854 Africa 52 37 192556 Asia 36 16 175033 India 8 50 132562 Antarctica 42 34 143848 **Overall 279 25
174142**

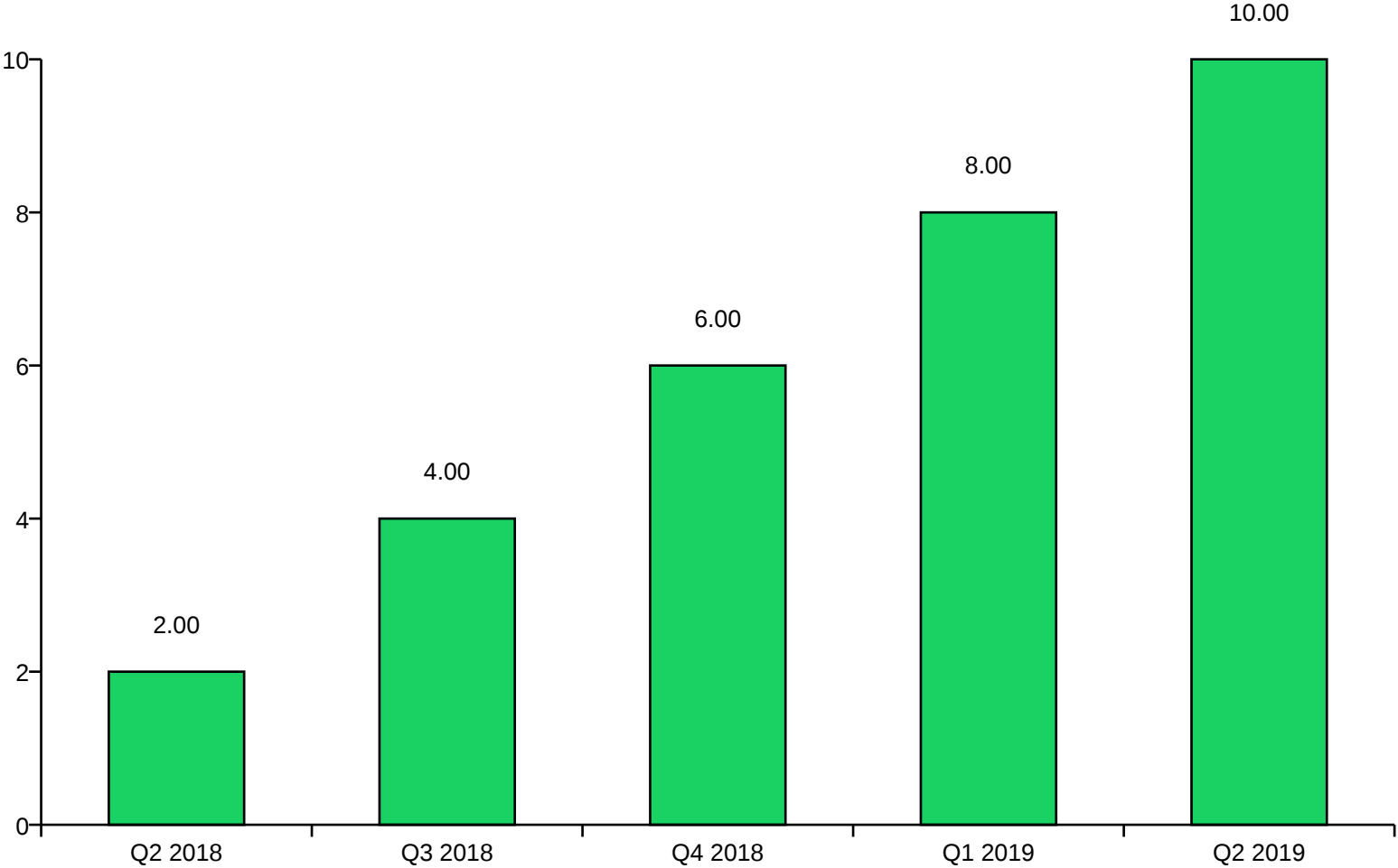
CSAT Example

Banner: No Split
Filters: none

Customer Satisfaction
8.6
7.7

 Return

How likely would you be to recommend us to others?



Conversion

9.1

8.6

Experience

8.8

8.8

Customer Service

8.9

7.5

Experience

9.5

9.3

Value

8.2

8.6

Employee Responses

	All
q1	400 100 %