

Satisfaction Distribution

Timeperiod: CYTD

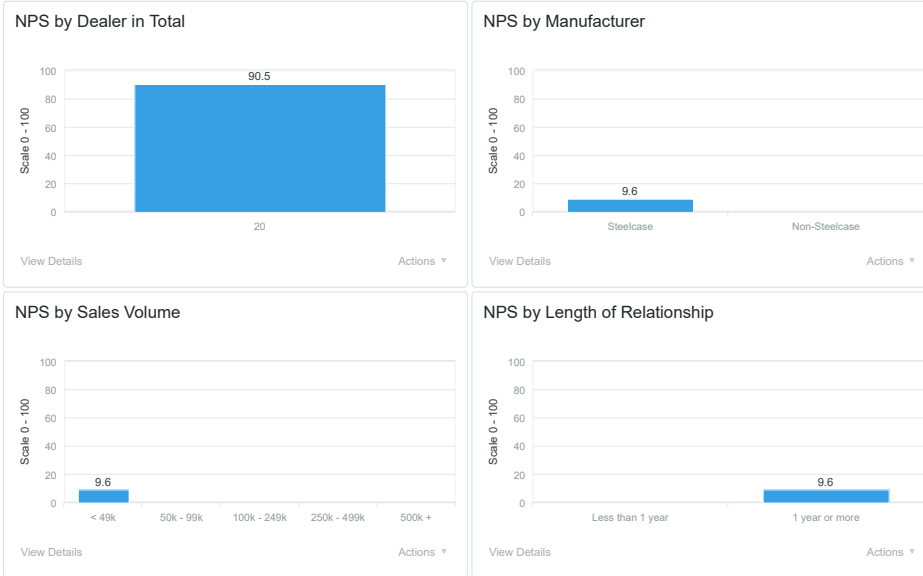
Calculation: Average

	Extremely Dissatisfied	Extremely Satisfied	Total	Share of Customers Rating (%)			
				0-3	4-6	7-8	9-10
<i>Sample Size: 21</i>							
Recommend							
Likelihood to Recommend Dealer			9.6	0.0	0.0	9.5	90.5
Likelihood to Recommend Steelcase			9.6	0.0	0.0	9.5	90.5
Overall Satisfaction							
Overall Satisfaction			9.6	0.0	0.0	14.3	85.7
Solutions							
Applies Research and Insights			9.5	0.0	0.0	9.5	90.5
Competitively Priced Products			9.0	0.0	5.0	20.0	75.0
Creates Effective Environment			9.5	0.0	0.0	15.0	85.0
Ease of Management			9.6	0.0	0.0	14.3	85.7
Sales and Service							
Sales and Service OSat			9.6	0.0	0.0	9.5	90.5
Keeps Customers Up-To-Date			9.6	0.0	0.0	4.8	95.2
Knowledgeable about Customer's Business			9.6	0.0	0.0	9.5	90.5
Maintains Regular Contact			9.6	0.0	0.0	4.8	95.2
Solves Problems Quickly			9.6	0.0	0.0	4.8	95.2
Product Benefits							
Design and Aesthetics			9.5	0.0	0.0	19.0	81.0
Designed Based on User Needs			9.3	0.0	0.0	19.0	81.0
Functionality and Ergonomics			9.5	0.0	0.0	19.0	81.0
Right Quality and Durability			9.5	0.0	0.0	19.0	81.0
Company Reputation							
Trustworthy			9.7	0.0	0.0	9.5	90.5
Makes Customer's Job Easier			9.6	0.0	0.0	10.0	90.0
Environmentally Responsible			9.6	0.0	0.0	9.5	90.5

11/10/2020

Relationship Dashboard
Timeperiod: CYTD

Key Metrics

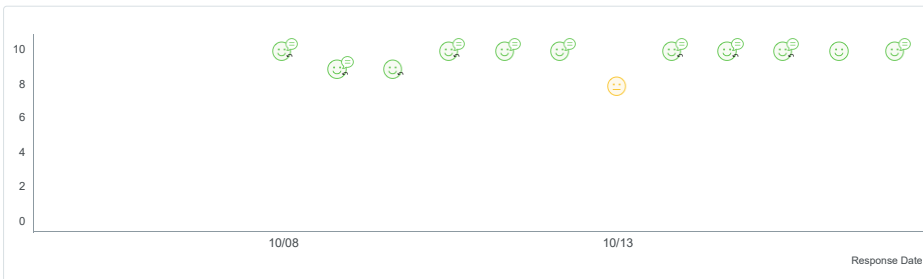


Overall Satisfaction Steelcase Customers Only

	20	Total	vs. Steelcase
NPS	90.5	90.5	13.8
Promoter	90.5	90.5	8.4
Passive	9.5	9.5	-2.9
Detractor	0.0	0.0	-5.5

	20	Total	vs. Your Region (Steelcase)
NPS	90.5	90.5	13.2
Promoter	90.5	90.5	7.3
Passive	9.5	9.5	-1.4
Detractor	0.0	0.0	-5.9

Recent Responses



Alerts Summary

Alert Name	New	In Progress	Overdue	Escalated	All
All alerts	0	0	0	0	0