




WHAT IS NET PROMOTER SCORE (NPS)?

The Net Promoter Score (NPS) is a benchmark test used by companies to measure a client's overall satisfaction with your brand, and their willingness to recommend your services or products to others. It consists of a single question with a rating scale of 0 -10 (0 being completely dissatisfied, 10 being extremely satisfied).

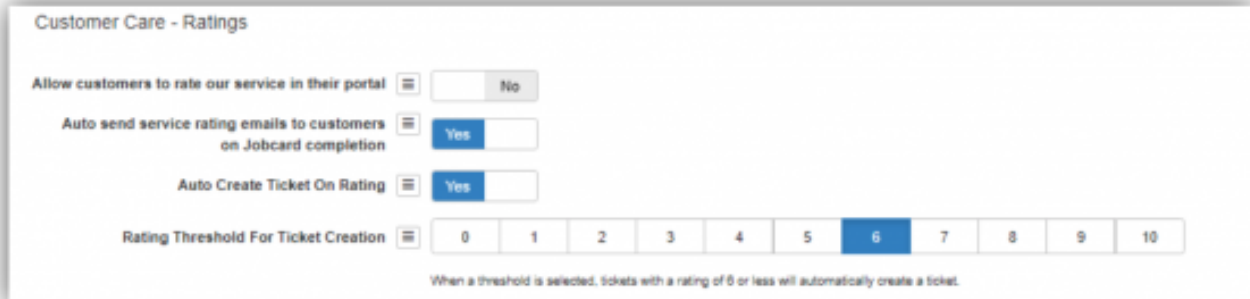
Customers are classified into 3 categories based on the rating that they have given:

<p>DETRACTORS</p> <p>0 - 6</p> 	<p>PASSIVES</p> <p>7 - 8</p> 	<p>PROMOTERS</p> <p>9 - 10</p> 
<p>Detractors are those who rate the question between 0 and 6. They are normally unhappy or dissatisfied clients that are quite unlikely to promote your brand.</p>	<p>Passives (7-8) are happy, neutral clients who are somewhat happy with your services, and might/might not promote your brand.</p>	<p>Promoters (9-10) are extremely satisfied customers that will highly recommend your brand through positive word of mouth.</p>

NPS IN HEROTILL

Previously, a rating system of 5 stars (1 = dissatisfied, 5 = extremely satisfied) was used by clients to rate our service. While this rating is a good measurement of client satisfaction, it is not an ideal way of scientifically measuring the output. This rating system has been changed to incorporate the NPS rating structure.

To enable customer ratings in HeroTill, go to the Sales Setup Menu (**Sales->Sales Settings->Sales setup**). You'll see the following screen:



Customer Care - Ratings

Allow customers to rate our service in their portal ☐ No

Auto send service rating emails to customers on Jobcard completion ☒ Yes

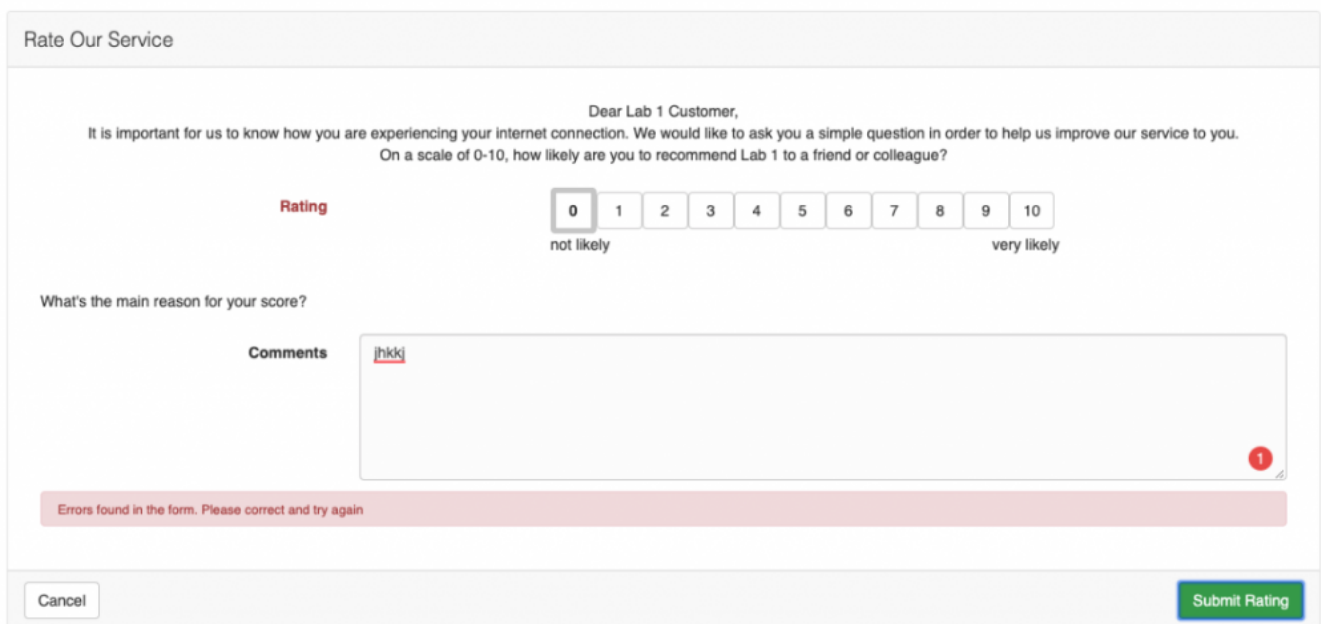
Auto Create Ticket On Rating ☒ Yes

Rating Threshold For Ticket Creation

When a threshold is selected, tickets with a rating of 6 or less will automatically create a ticket.

- Set “**Allow customers to rate our service in their portal**” to YES
- Set “**Auto Create Ticket on Rating**” and set it to YES
- Set a **ratings threshold**
- Click on **Update** when you are done.

This is what it now looks like on the customer’s side:



Rate Our Service

Dear Lab 1 Customer,

It is important for us to know how you are experiencing your internet connection. We would like to ask you a simple question in order to help us improve our service to you.
On a scale of 0-10, how likely are you to recommend Lab 1 to a friend or colleague?

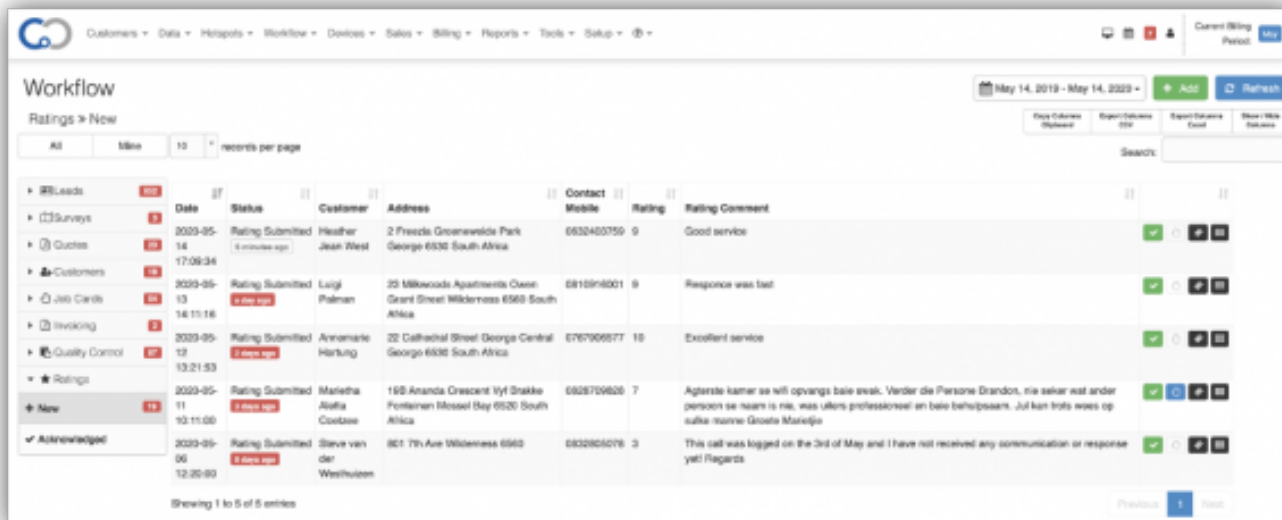
Rating
not likely very likely

What's the main reason for your score?

Comments

Errors found in the form. Please correct and try again

All submitted ratings are viewable under the Sales Leads, Ratings Menu (**Sales->Sales Leads->Ratings**).



	Date	Status	Customer	Address	Contact Mobile	Rating	Rating Comment
	2023-05-14 17:09:34	Rating Submitted	Heather Jash West	2 Freeds Groenewold Park George 6530 South Africa	6632403750	9	Good service
	2023-05-13 14:11:16	Rating Submitted	Luigi Palmieri	25 Milkwoods Apartments Owner Grant Street Wilderness 6560 South Africa	6815916001	9	Response was fast
	2023-05-12 13:21:53	Rating Submitted	Annemarie Hartung	22 Cathedral Street George Central George 6530 South Africa	6767906577	10	Excellent service
	2023-05-11 10:11:00	Rating Submitted	Marietha Alafia Coetzee	195 Ananda Crescent Vyl Snakke Portonien Mossel Bay 6520 South Africa	6828709620	7	Agtende kamer se wifi opvangs baie swak. Verder die Persone Brandon, nie seker wat ander persoon se naam is nie, was uiters professioneel en baie behulpzaam. Jul kan trots wees op sulke manne Groote Marolje
	2023-05-06 12:35:00	Rating Submitted	Steve van der Westhuizen	861 7th Ave Wilderness 6560	6832805076	3	This call was logged on the 3rd of May and I have not received any communication or response yet!! Regards

On this screen all new ratings wait in a queue to be acknowledged. From there a ticket can be generated for further attention, if one was not already auto created by the threshold score.

And that's it! Your guide to NPS in HeroTill. If you have any queries, questions or feedback, please send us a mail at support@herotill.com.