



REPORT

AutomatePro Feedback Survey Report

April 2023

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 **AutomatePro**
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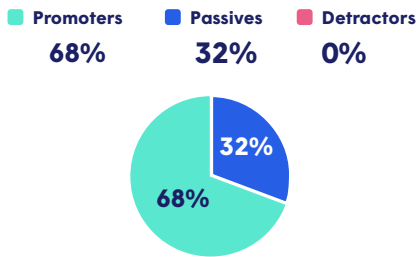


The Survey

REPORT

In March 2023 AutomatePro sent out our bi-annual feedback survey. The focus of the survey is to help us understand how we could improve the product, our service and the overall customer experience. We understand that listening to our customers is a vital component to improvement. We appreciate the responses we have received and we are happy to share the latest results.

Net Promoter Score



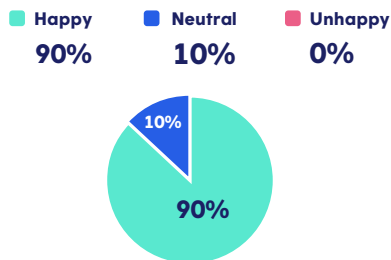
Net Promoter Score (NPS)

How likely is it that you would recommend AutomatePro Ltd to a friend or colleague?



We are proud to report that our Net Promoter Score (NPS) has reached an impressive 68! The industry average for a SaaS company is 31, so this is a clear indication that we are listening to our customer needs and taking action. The product will continue to improve and evolve throughout 2023 and we are confident this will only increase the usability and value that can be gained from the product.

Customer Success Function



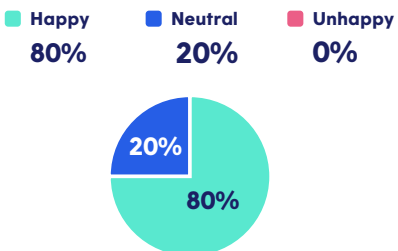
Customer Success (CS) Function

How would you rate the Customer Success function at AutomatePro?



We take great pride in our commitment to actively listening to our customers, caring about their success and helping them get the most value from our product. It's great to know that our efforts have paid off and that our customers are happy with the support they receive from us. We believe that our success is tied to the success of our customers, and we look forward to continuing to celebrate their successes together in the future.

Incident Ticket Support



Incident Ticket Support

How would you rate the Incident Ticket support you receive from AutomatePro?



At AutomatePro, we understand that exceptional customer service is key to our success, and we are continuously working to improve our processes. In response to the feedback received from the previous survey, we restructured our incident ticket processes, resulting in quicker response times and improved communication. The hard work will continue and we understand that there are still areas for improvement. Our focus for the rest of 2023 is to reduce the current ticket resolution timeframe.

If you would like to discuss your thoughts or suggestions as to our observations, or ways for us to improve, please contact your Customer Success Manager.





AutomatePro

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AutomatePro Ltd
1 Northumberland Avenue
Trafalgar Square
London, WC2N 5BW

+44 (0) 20 3473 2986
info@automatepro.com

 [linkedin.com/company/automatepro-ltd](https://www.linkedin.com/company/automatepro-ltd)
 @autotestpro

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