Create a customer satisfaction dashboard

Feature Guide AI Insights · https://izymes.com/docs/ai-insights-create-a-customer-satisfaction-dashboard/

Track customer sentiment using custom dashboards and gadgets.

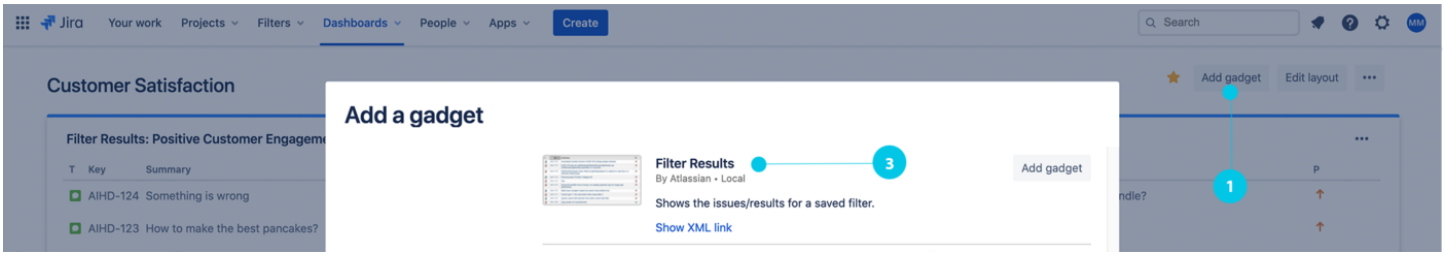
You can create custom dashboards that utilise customer sentiment to track CSAT.

To create a customer satisfaction dashboard:

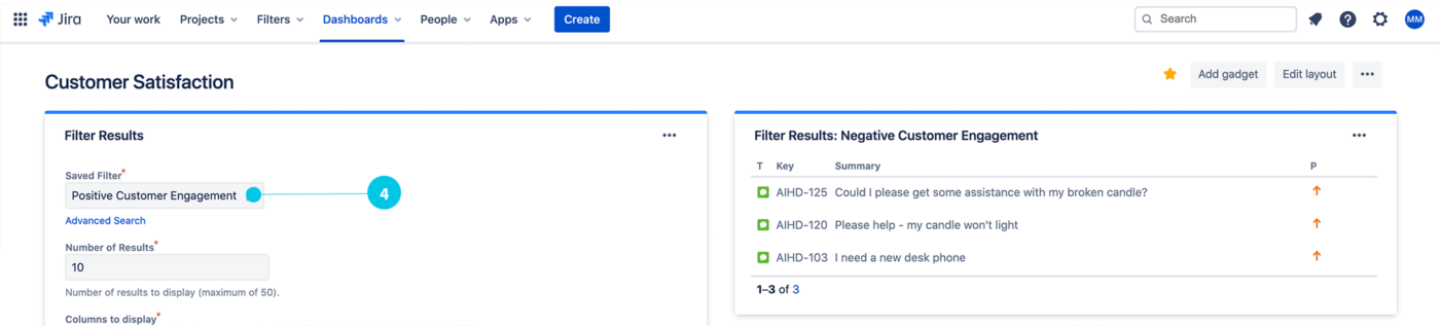
1. Choose Dashboards > Create dashboard
2. Enter the details for the dashboard as needed

Utilise AI Insights customer sentiment to add a gadget to your dashboard:

1. Click Add gadget
2. To view all available gadgets, click Load all gadgets
3. Choose the filter Results gadget



1. Select a previously saved filter
2. Choose the columns to display and configure other settings as required
3. Save the gadget

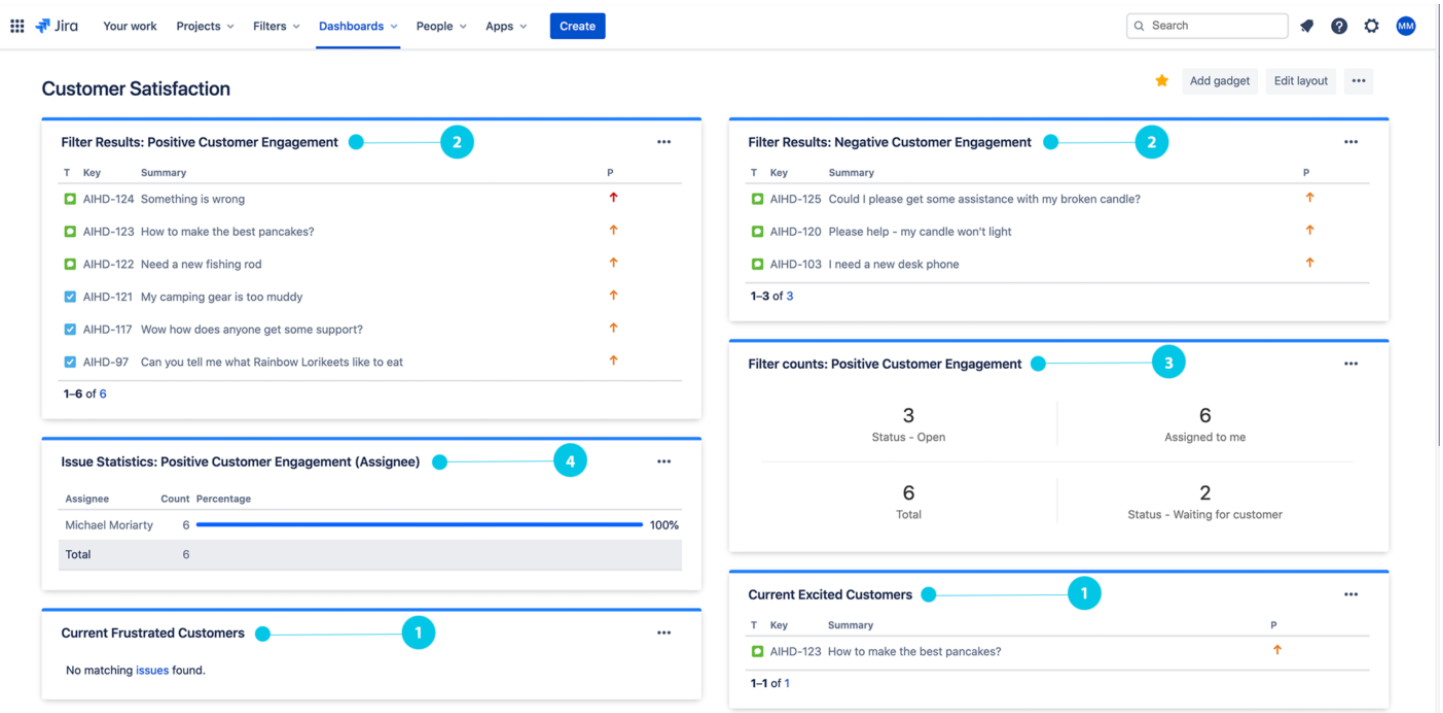


Add additional gadgets to your CSAT dashboard

AI Insights are currently working on some exciting reporting tools to better track and manage your CSAT in real-time.

Other gadgets you can use immediately:

1. Use the filter Results gadget to track any single customer sentiment
2. The filter Results gadget can also be used to track a group of sentiments
3. Use the filter Counts gadget to display CSAT statistics
4. The Issue Statistics gadget allows you to track CSAT against a range of statistic types



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