Simplesat Dashboards Package

The Simplesat Dashboards Package captures customer satisfaction (CSAT) and net promoter score (NPS) data from the Simplesat tool and provides a complete overview of a company's performance. It shows overall CSAT and NPS scores broken down per company, per customer, and more. Users can click on any widget to drill down on specific metrics, making it easier to identify opportunities and resolve issues.

Read this article for an overview of the Simplesat Dashboard Package and the following topics:

- Simplesat Dashboards Sample View
- Dashboard Information
- Widgets Information
- Purchasing the Simplesat BI Package
- Accessing the Simplesat BI Packages

Simplesat Dashboards Sample View

Simplesat NPS

Positive Ratings - Past 12 M...

2.86k

Positive Answers

Neutral Ratings - Past 12 M...

29

Neutral Ratings

Negative Ratings - Past 12 ...

55

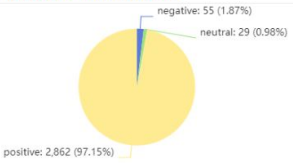
Negative Ratings

Overall Net Promoter Score

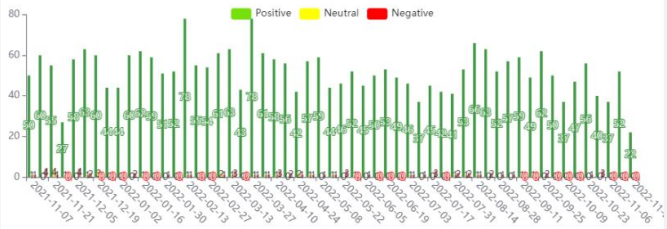
95

Average NPS

Sentiment Breakdown - Past 12 Months



Ratings Over Time (Weekly) - Past 12 Months



NPS By Company

Company	T
[redacted]	

« ‹ 1 2 3 4 › » 100 Items per page 1 of 4 pages (354 items)

NPS By Customer

Customer	Total	P
[redacted]	1	
[redacted]	1	
[redacted]	1	
[redacted]	1	
[redacted]	1	
[redacted]	1	
[redacted]	3	
[redacted]	1	
[redacted]	3	
[redacted]	4	
[redacted]	5	
[redacted]	1	
[redacted]	1	
[redacted]	1	
[redacted]	1	
[redacted]	1	
[redacted]	3	
[redacted]	1	
[redacted]	5	
[redacted]	4	
[redacted]	10	

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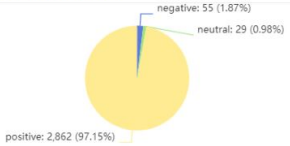
Simplesat CSAT

CSAT Score - Current Month

100%

CSAT Score

Sentiment Breakdown - Past 12 Months



CSAT By Team Member

Team Member	CSAT Score
[redacted]	0.00%
[redacted]	50.00%
[redacted]	62.50%
[redacted]	66.67%
[redacted]	75.00%
[redacted]	75.00%
[redacted]	75.00%

« ‹ 1 2 › » 1 of 2 pages (117 items)
100 Items per page

Positive Ratings - Past 12 Months

2.86k

Positive Answers

Neutral Ratings - Past 12 Months

29

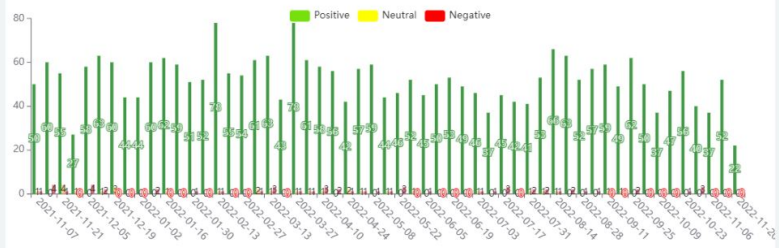
Neutral Ratings

Negative Ratings - Past 12 Months

55

Negative Ratings

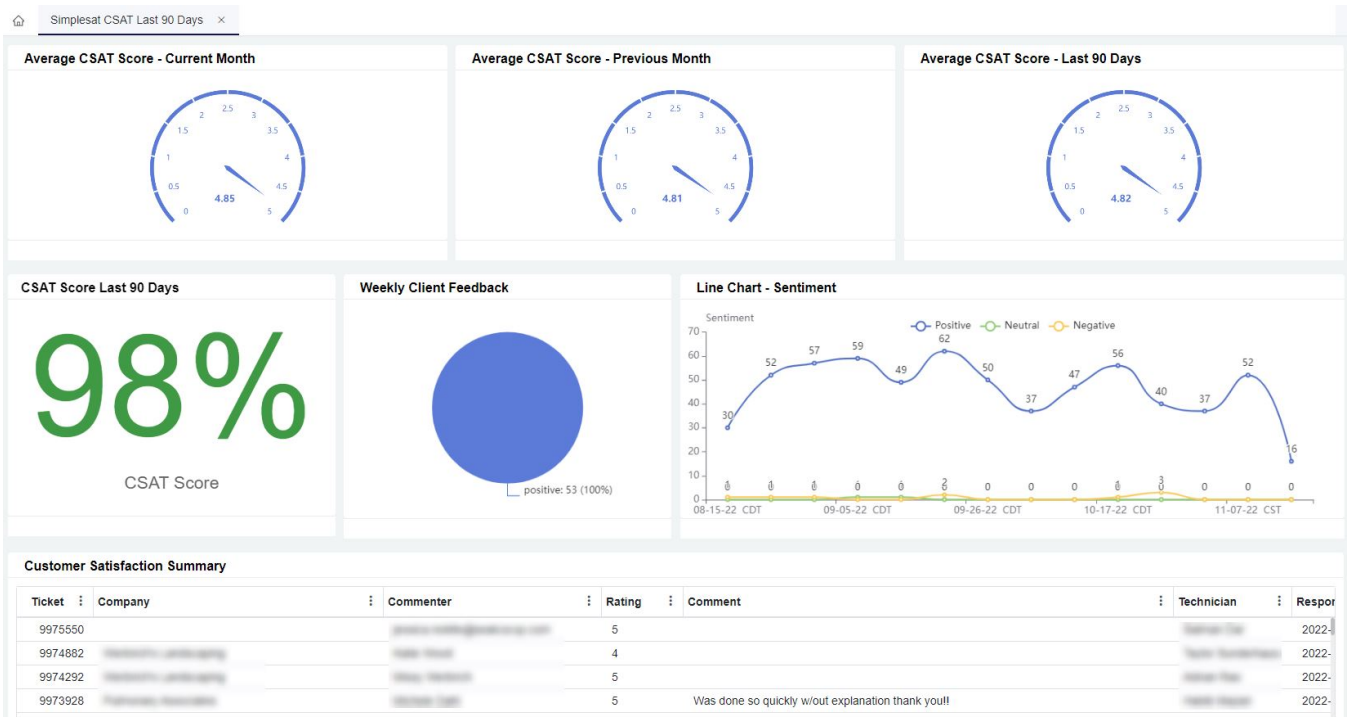
Ratings Over Time (Weekly) - Past 12 Months



CSAT By Company

Company	CSAT Score
[redacted]	0.0%
[redacted]	0.0%
[redacted]	0.0%
[redacted]	0.0%
[redacted]	0.0%
[redacted]	0.0%
[redacted]	0.0%

« ‹ 1 2 3 4 › » 100 Items per page 1 of 4 pages (354 items)



Dashboard Information

Dashboard Name	Description
Simplesat CSAT	A dashboard showing the overall CSAT score and its breakdown per team member, per company, per sentiment, and over time.
Simplesat NPS	A dashboard showing the overall NPS score and its breakdown per team member, per company, per sentiment, and over time.
Simplesat CSAT Last 90 Days	A dashboard showing CSAT metrics for different time ranges: current week, current month, previous month, and last 90 days.

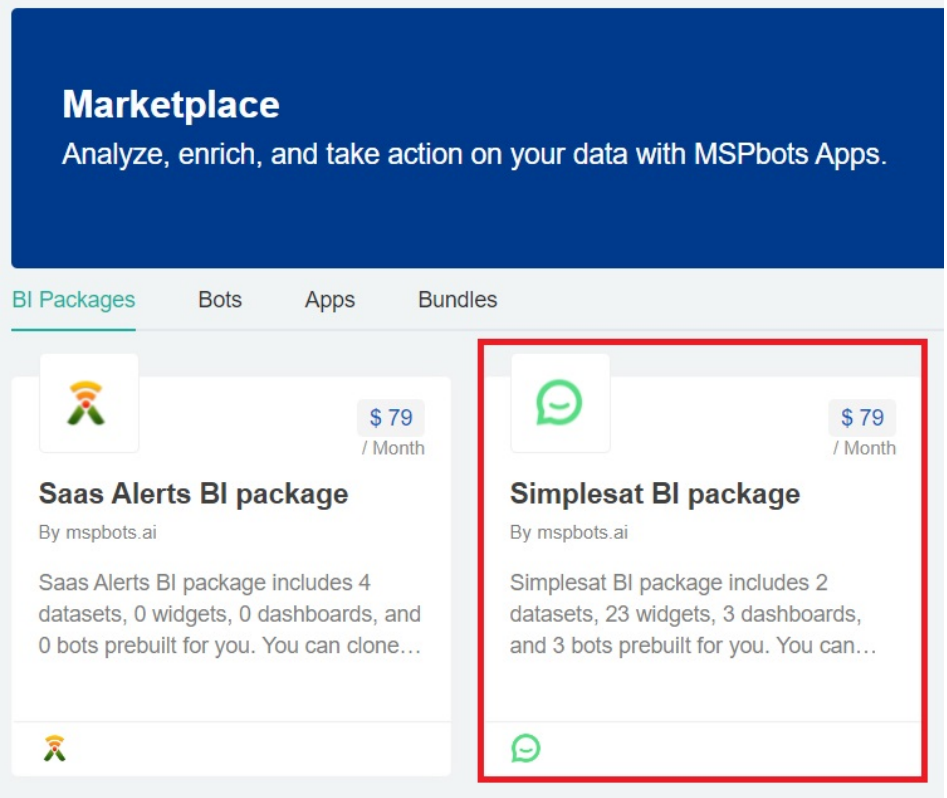
Widgets Information

Widget Name	Type	Description	Link Dashboard
CSAT Score - Current Month	Card Number	A card number displaying the CSAT score in %	Simplesat CSAT
Positive Ratings - Past 12 Months	Card Number	A card number displaying the total number of positive ratings	
Neutral Ratings - Past 12 Months	Card Number	A card number displaying the total number of neutral ratings	
Negative Ratings - Past 12 Months	Card Number	A card number displaying the total number of negative ratings	
Sentiment Breakdown - Past 12 Months	Pie Chart	A pie chart showing % of positive, neutral, and negative ratings	
Ratings Over Time (Weekly) - Past 12 Months	Column Chart	A bar chart showing levels of each sentiment across previous weeks	
CSAT by Team Member	Grid	A table showing CSAT scores per team member in ascending order	
CSAT by Company	Grid	A table showing CSAT scores per company in ascending order	
Feedback Stream - Full	Grid	A table showing complete information on each feedback received	
Overall Net Promoter Score	Card Number	A card number displaying the NPS score	Simplesat NPS
Positive Ratings - Past 12 Months	Card Number	A card number displaying the total number of positive ratings	
Neutral Ratings - Past 12 Months	Card Number	A card number displaying the total number of neutral ratings	
Negative Ratings - Past 12 Months	Card Number	A card number displaying the total number of negative ratings	
Sentiment Breakdown - Past 12 Months	Pie Chart	A pie chart showing % of positive, neutral, and negative ratings	

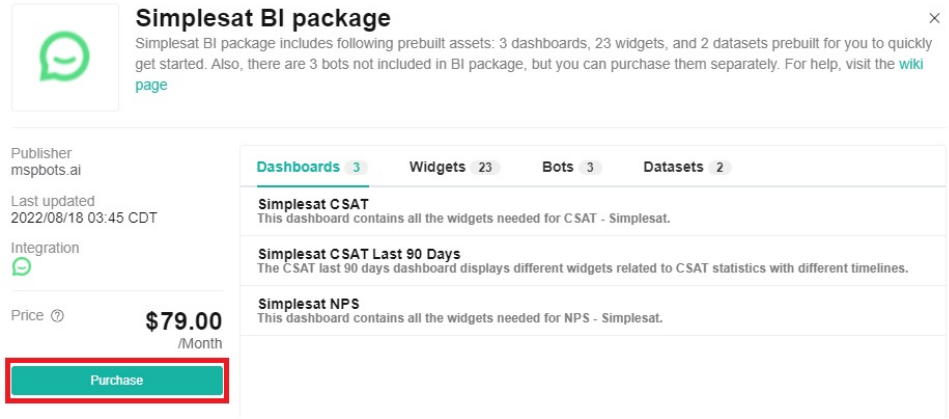
Ratings Over Time (Weekly) - Past 12 Months	Column Chart	A bar chart showing levels of each sentiment across previous weeks	
NPS by Company	Grid	A table showing NPS scores per company in ascending order	
NPS by Customer	Grid	A table showing NPS scores per customer in ascending order	
Feedback Stream - Full	Grid	A table showing complete information on each feedback received	
Average CSAT Score - Current Month	Progress Tracker	A progress tracker displaying the average CSAT score in the current month	Simplesat CSAT Last 90 Days
Average CSAT Score - Previous Month	Progress Tracker	A progress tracker displaying the average CSAT score from the previous month	
Average CSAT Score - Last 90 Days	Progress Tracker	A progress tracker displaying the average CSAT score for the previous month	
CSAT Score Last 90 Days	Card Number	A progress tracker displaying the average CSAT score for the previous month	
Line Chart - Sentiment	Line Chart	A progress tracker displaying the average CSAT score for the last 90 days	
Customer Satisfaction Summary	Grid	A table showing complete information on each rating from customers	
Weekly Client Feedback	Pie Chart	A pie chart showing % of positive and negative feedback for the week	

Purchasing the Simplesat BI Package

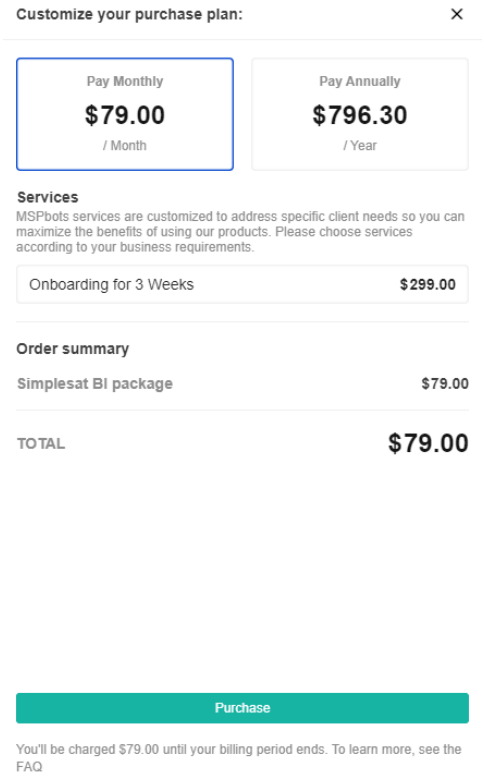
1. Log in to MSPbots and go to MarketPlace.
2. On the Marketplace tab, click the **BI Packages** tab.



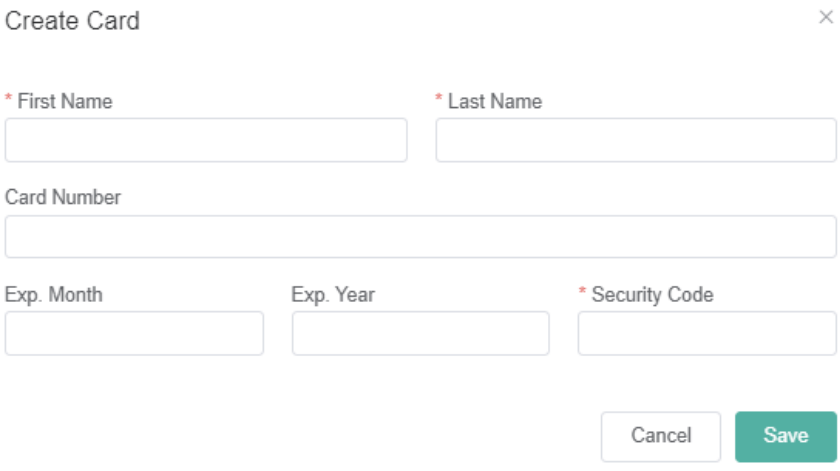
3. Locate the **Simplesat BI package** package and click it. This action will take you to the Purchase window.



4. Read the inclusions in the package and click **Purchase** when ready.
5. Next, select the type of purchase plan. Then, click the **Purchase** button.



6. Input your Credit Card details and click **Save**.

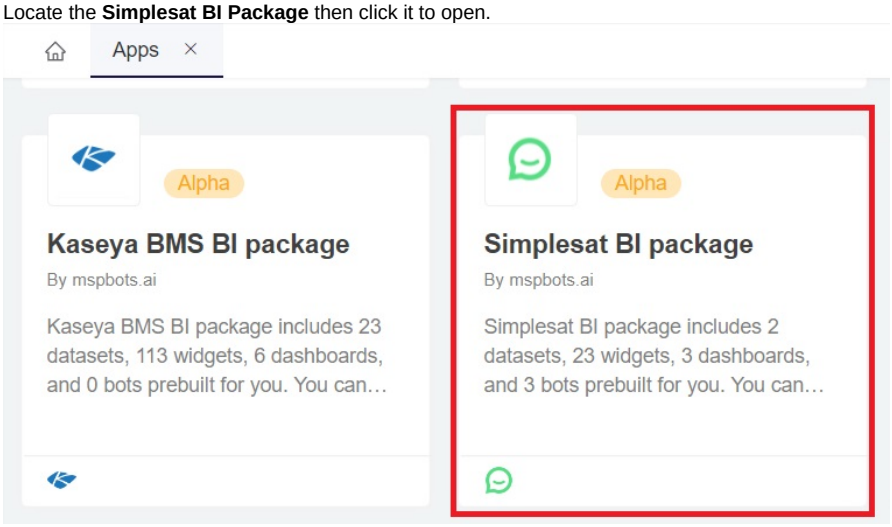
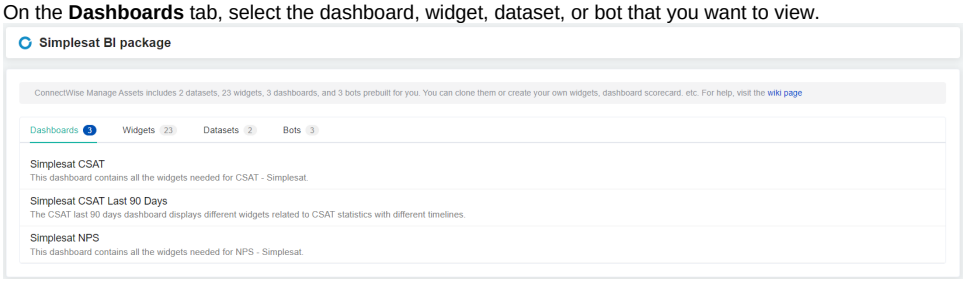


7. Proceed to complete your order.

Accessing the Simplesat BI Packages

The steps below are done after purchasing the Simplesat BI Package.

1. Log in to MSPbots and go to the Apps page.
2. Locate the **Simplesat BI Package** then click it to open.



3. On the **Dashboards** tab, select the dashboard, widget, dataset, or bot that you want to view.