



AutomatePro Customer Success Survey Report

SEPTEMBER 2022

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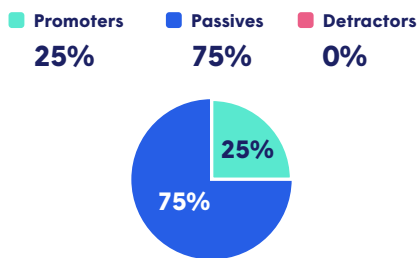
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 **AutomatePro**
Let's make progress



In September 2022 AutomatePro sent out its 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



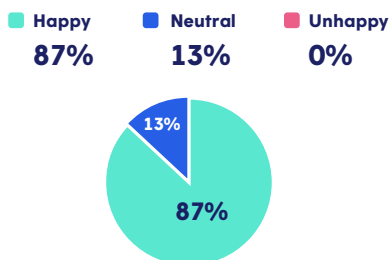
Net Promoter Score (NPS)

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



The industry average is 28% and we are not far away, which is great to see, however at AutomatePro we strive to do better. We have a very exciting product roadmap for 2023, which we think will really enhance the user experience and the value to tool can bring on a day to day basis. Our aim over the next period is to increase the number of promoters and continue to have zero detractors.

Customer Success



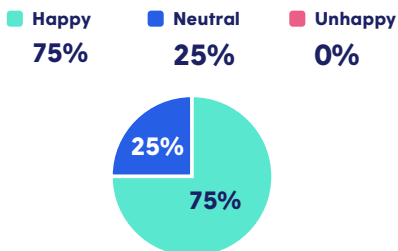
Customer Success (CS) Function

How would you rate the Customer Success function at AutomatePro?



We embarked upon the next stage of our Customer Success capabilities since December 2021. This has led to the creation of various new processes, including Client Health Scores, Success Plans and Feedback Surveys that give us the feedback we need to support our customers better. We are currently working with the Product Team to improve the usability of the tool following feedback comments from this survey.

Helpdesk Support



Helpdesk Support

How would you rate the Helpdesk Support you receive from AutomatePro?



Providing world class helpdesk support is a top priority for us at AutomatePro. We are happy to see the very positive experience had across the last 6 months and we endeavour to continue this trend. We are working on new processes and procedures to improve the speed of ticket resolution and also the communication to the end user throughout the incident ticket lifecycle. This includes internal notifications for outstanding tickets and personalised bug fix release notes for each of our releases.

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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