

REQUESTS SENT

87

+12 vs last month

REVIEWS COLLECTED

34

+9 vs last month

CONVERSION RATE

39.1%

up from 33%

AVG RATING

4.8

across 34 reviews

NEGATIVE INTERCEPTED

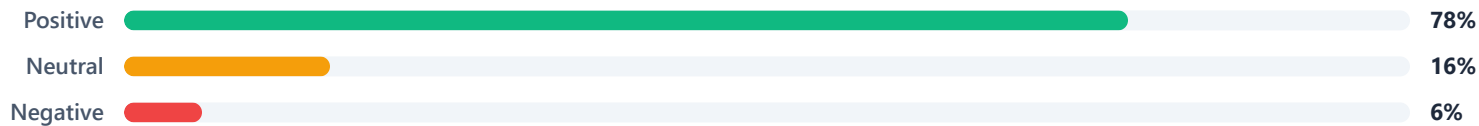
5

routed to private feedback

RECENT REVIEW REQUESTS

CUSTOMER	SERVICE	SENT	STATUS	RATING
Jennifer M.	3-room steam clean	Today, 4:17 PM	Reviewed	★★★★★
Robert K.	Pet odor treatment	Today, 2:45 PM	Reviewed	★★★★★
Linda P.	Stain removal	Today, 11:30 AM	Intercepted	Private feedback
Marcus D.	Whole-house steam clean	Yesterday, 3:52 PM	Reviewed	★★★★☆
Sarah T.	Pet stain treatment	Yesterday, 1:20 PM	Pending	--
Amy R.	Area rug cleaning	Yesterday, 10:05 AM	Reviewed	★★★★★
David W.	3-room steam clean	Apr 23, 4:38 PM	Sent	--
Karen L.	Stain removal	Apr 23, 12:15 PM	Reviewed	★★★★★

RESPONSE SENTIMENT BREAKDOWN



PER-TECHNICIAN PERFORMANCE

Mike R. ★ 4.9 avg

32 JOBS **15** REVIEWS **46.9%** CONV. RATE

Review conversion 46.9%

Jason T. ★ 4.7 avg

30 JOBS **11** REVIEWS **36.7%** CONV. RATE

Review conversion 36.7%

Carlos M. ★ 4.8 avg

25 JOBS **8** REVIEWS **32.0%** CONV. RATE

Review conversion 32.0%

REVIEWS BY SERVICE TYPE

Steam cleaning	16 reviews
Pet odor/stain	10 reviews
Stain removal	5 reviews
Area rug cleaning	3 reviews