How satisfied are you with your purchase?

130 responses

3.9 Avg

1 —————————————— 5

46%

0%

1   2   3   4   5

Extremely dissatisfied   Extremely satisfied
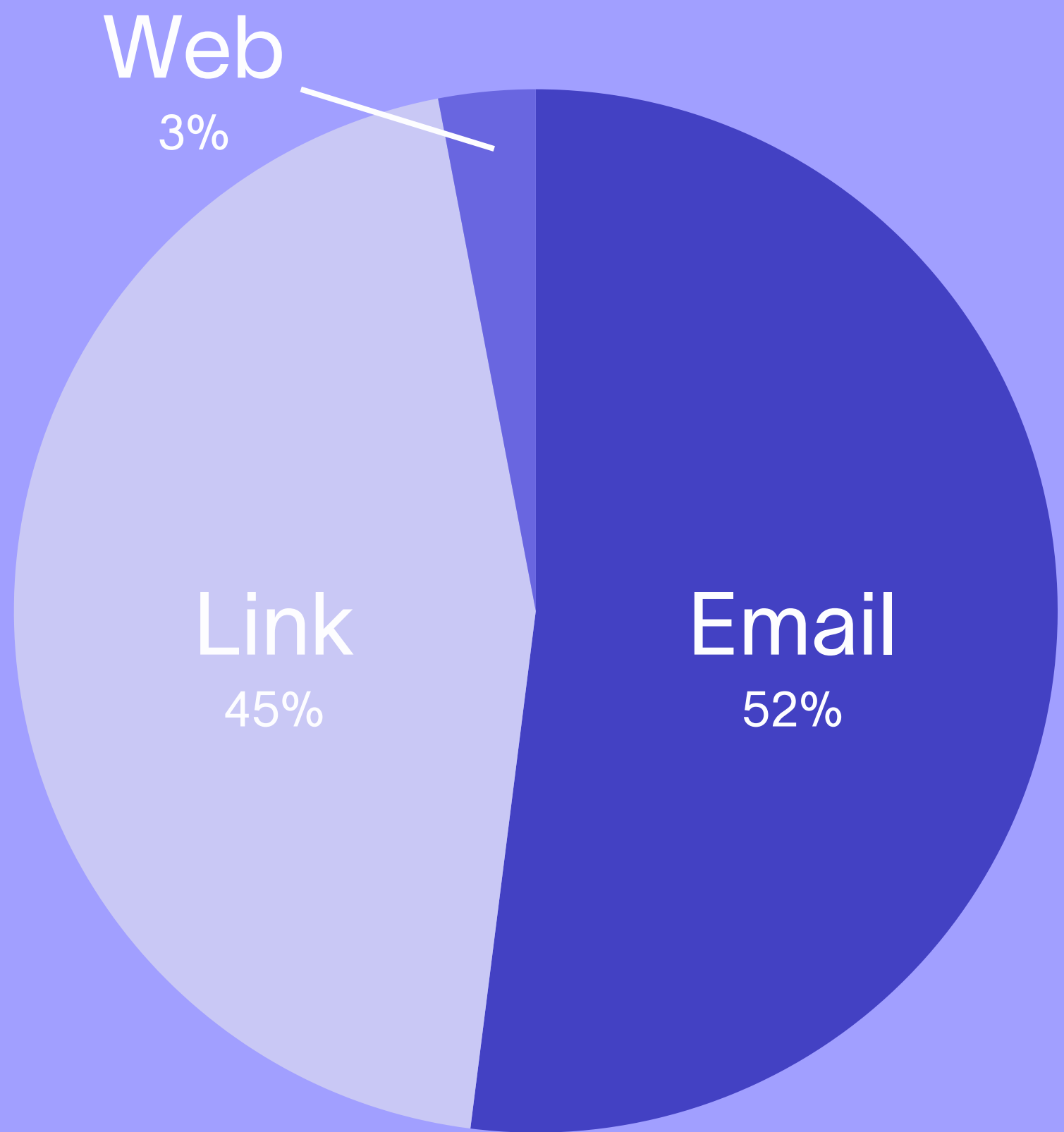
1
8%

2
8%

3
15%

4
23%

5
46%

PRODUCT USAGE

How teams are using Delighted

Take a peek at how users have been surveying: from how they distribute surveys to what CX metric those surveys are being used to measure.
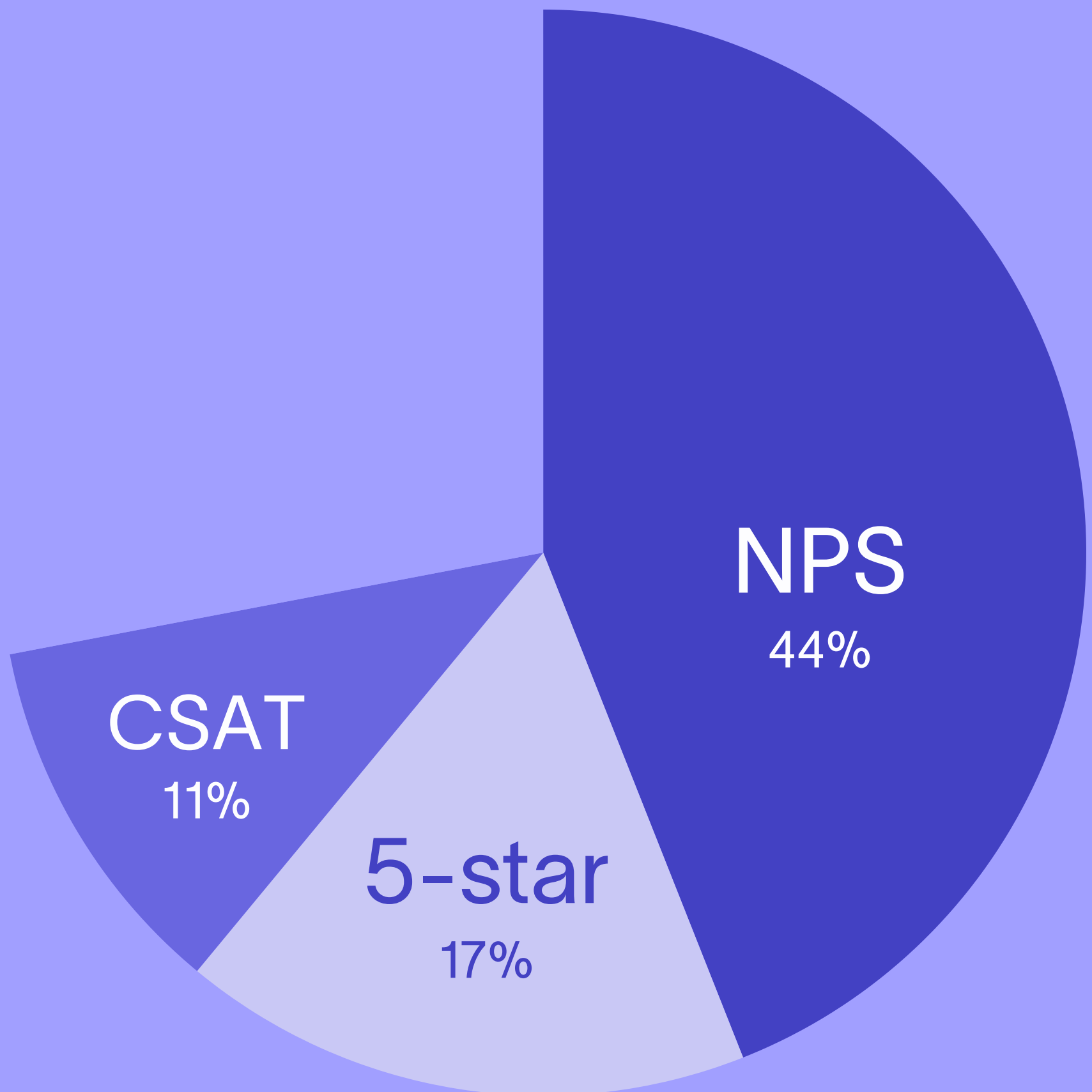
Survey distribution

Web
3%

Link
45%

Email
52%

It's no surprise that over half of users distribute surveys via email: our most popular survey distribution channel. However, link surveys are a close second.

CX metrics

Which CX metrics came out on top? Most teams using Delighted sent surveys to find out their Net Promoter Score (NPS), with 5-star surveys coming up second.

Integrations

Our ecommerce integrations led the pack: the most popular ones that teams use with their survey program are HubSpot, Squarespace, Salesforce, and Shopify.