



NorthFace ScoreBoard (NFSB) Audit Verification Statement

This document contains the survey geographies, procedures, questions and methods used to measure the level of customer satisfaction within **Company name**. organization. Further, it contains the survey results for the given time frame as stated below.

NFSB Audit Criteria:

- Customer service groups included in this audit: **Global Customer Support**
- Service incidents are tracked using: **Salesforce.com Service Cloud**
- Surveys are selected from the closed service incidents: **Randomly, 100%**
- Surveys are conducted: **Daily**
- Satisfaction Rating Scale: **10 point, 0/10 (10 highest)**
- Loyalty Rating Scale: **10 point 0/10 (10 highest)**
- Provided survey questionnaire, both qualitative / quantitative and actual survey results: **Yes**
- Survey filter is the time between survey participation: **First six months of year, survey sent for every third eligible support case; beginning in July survey sent for every eligible support case**
- Survey Geographies: **Global**
- SAT% / SBI: **99% /4.9**
- NPS Rating: **96%**
- Communication to Stakeholders: **Yes**
- CEMPRO Advocate Certification: **1 Individual**
- Confidence Factor: Satisfaction % only - Represents the degree of data accuracy based on survey sample size: **99%**



Survey	Results	by	Calendar	Year	2018				
		Survey Ratings							
		Lowest			Highest				
	NPS Rate	0/1/2	3/4	5/6	7/8	9/10	Total Responses	SAT% SB Index	Confidence Factor
Satisfaction Questions:	SBI Rate	1	2	3	4	5			
Overall,Support Satisfaction	Responses	22	31	71	232	10862	11218	99%	
	SBI Results	22	62	213	928	54310		4.9	99%
		$55585 \div 11218 = 4.95$ rounded 4.9							
		N P S		R a t i n g s		NPS			
How likely are you to recommend Nutanix Inc. a friend or colleague	0/6	7-8	9/10						
	124	232	10862						
		$10862 - 124 = 10738 \div 11218 = .957$							

Legend:

- SAT% = Total responses of 5 + 4 + 3 divided by total responses
- SB Index = Total sum of 5 x responses + 4 x responses + 3 x responses + 2 x responses + 1 x responses divided by total responses rounded
- NPS = Promoters (10/9) minus Detractors (0-6) divided by total responses

We **Company name**. hereby attest that the above is a true and accurate statement relating to the processing and to the survey results of our customer survey measurement process for the period of January 1, 2018 to December 31, 2018. Further, we understand that the NorthFace ScoreBoard (NFSB) Audit services may result in our firm becoming a recipient of the award based on the information we provided in this statement. CRMI grants marketing rights, both electronic and print, including usage of award logo, Customer Bill of Rights, tagline “CXDNA powered by NorthFace ScoreBoard Award” to all NFSB recipients for the applicable calendar year. Lastly, we acknowledge the audit results require an annual minimum SB Index of 4.0 out of a possible 5.0 or equivalent rating system, based solely on our customer’s ratings, requires the survey results be made available to all stakeholders and requires a minimum of one (1) individual to be CEMPRO-Advocate certified.

Nutanix Inc.

Date

John Smith
VP, Worldwide Support

Customer Relationship Management Institute LLC

Date: 4/3/2019

Bill Moore
Vice President CRMI LLC