

In September 2021 **ActionCOACH** asked independent research agency WorkBuzz to conduct their 4th Annual Client Satisfaction Survey to ensure they continue to raise their standards of customer service. This year, **994** clients had their say and once again, **ActionCOACH** scored a 'world-class' status. Here are the details of some of results.

97%

of clients would recommend **ActionCOACH** to a friend or business associate



92%

of clients agree that **ActionCOACH** has a powerful suite of business solutions



92%

of clients said **ActionCOACH** is worth the investment



85%

of clients that have used **ActionCOACH** agreed that they had a better work:life balance



80%

stated that since working with **ActionCOACH** their revenue has increased



96%

of clients said their **Action Coach** makes a positive difference to their business



World class levels of client advocacy -

80

NET PROMOTER SCORE



How ActionCOACH compares against other industry leaders:

Brands with an NPS score of

0-49

- Airbnb (43)
- AT&T TV (40)

Brands with an NPS score of

50-69

- DHL (54)
- Apple (60)

Brands with an NPS score of

70+

- Alaska Airlines (71)
- ActionCOACH (80)

NICE Satmetrix; US Consumer 2021 Net Promoter Benchmarks. Note: NPS scores of industry leaders provided by NICE Satmetrix, ActionCOACH Client Advocacy Score provided by WorkBuzz.



Participating independent Coaches in North America, Europe, Asia Pacific and Africa

"The Biggest Risk You Can Take Is To Do Nothing."

BRAD SUGARS