

In September 2022 **ActionCOACH** asked independent research agency WorkBuzz to conduct their 6th Annual Client Satisfaction Survey to ensure they continue to raise their standards of customer service. This year, 530 clients had their say and once again, **ActionCOACH** scored a world-class status. Here are the details of some of results.

98%

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



88%

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



92%

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



84%

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



75%

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



96%

of clients said their **ActionCOACH** makes a positive difference to their business



World class levels of client advocacy -

84

NET PROMOTER SCORE



World class levels of client advocacy

How ActionCOACH compares against other industry leaders: NPS of brands with highest score in their industry

0-49

- UPS (43)
- Uber (35)

50-69

- Ritz Carlton (63)
- Apple (60)

70+

- ActionCOACH (84)
- Starbucks (77)

Sources: NICE Satmetrix; US Consumer 2022 Net Promoter Benchmarks and Experience Benchmarks Powered by CustomerGauge. Note: NPS scores of industry leaders provided by NICE Satmetrix and CustomerGauge, ActionCOACH NPS provided by WorkBuzz



Participating Independent Coaches in North America, Asia Pacific and Europe

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

BRAD SUGARS