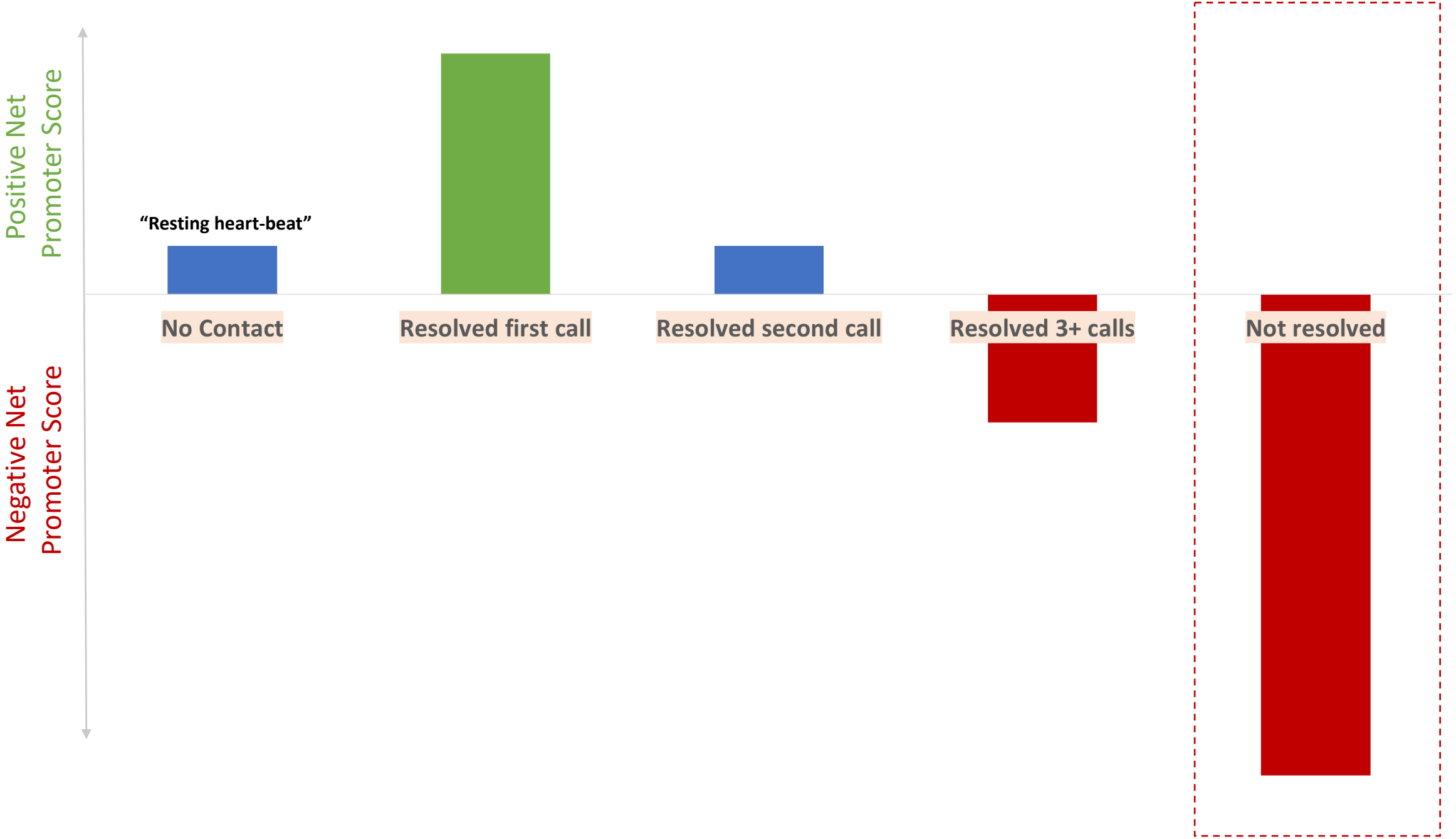
Positive Net Promoter Score
Negative Net Promoter Score
"Resting heart-beat"
No Contact
Resolved first call
Resolved second call
Resolved 3+ calls
Not resolved