



Net Promoter Score FAQ



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What is NPS?

NPS stands for Net Promoter Score. It's a system used by top companies around the world to measure customer satisfaction through surveys. Decades of widespread adoption in well-respected companies like Apple, Charles Schwab and Progressive Insurance have proven NPS to be the most effective tool for providing a great customer experience.

What is an eXp NPS Survey?

These are quick two question surveys that ask; "How likely you are to recommend eXp Realty to a friend or colleague on a scale from 0 to 10?", with 0 being the worst and 10 the best. The second question is; "What most influenced you to give us this score?". A text field allows you to use your own words to let us know what you like, and what we can do better.

How does eXp use these surveys?

We use the first question to calculate our NPS Score and determine where we are doing well and where we need to improve. We use the comments to identify specific ways we can your agent experience.

Is the survey available in different languages?

Yes surveys are available in multiple languages including Spanish, Latin American Spanish, Portuguese, French, Greek and many more! By default, you might get your first NPS survey in English, but can easily select your preferred language. All surveys after that should come in your preferred language.

exp REALTY exp GLOBAL exp COMMERCIAL

English
Deutsch
English
Español
Español (América Latina)
Français
Français (Canada)

How likely are you to recommend eXp to a friend or colleague?

0 - Not likely at all 10 - Very likely!

0 1 2 3 4 5 6 7 8 9 10

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Powered by Qualtrics

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How will I get the NPS survey?

Surveys are emailed to your @exprealty.com email address, like many eXp newsletters and communications. The email will be from “eXp NPS Survey” with the email address noreply@exprealty.com. The subject will be “eXp NPS Survey”.

When will I get the NPS Surveys?

We send NPS Surveys throughout your journey at eXp starting with your onboarding and integration at about 5 days after license transfer, 30 days, 60 days, and once a quarter after that. We also send NPS surveys after some transactions and after closing a tech support ticket. You could get them after events, a new product launch, or at any time during your journey.

Is the NPS Survey about attracting agents?

The NPS survey is not about agent attraction - even though we ask how likely you are to recommend us. Think of it this way, when people have an amazing experience at a restaurant, they are very likely to tell friends about it so they can have a great experience too! We want to know if your experience at eXp is something you would tell your friends about.

Why should I take the survey?

Your feedback is extremely valuable! It lets us know straight from the source what you need. We read the responses to improve processes, systems, training, benefits, and everything else that matters to agents. It's best to spend a couple minutes completing them right away if possible, to make sure your voice is heard. Timing is important and they do expire.

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Is my survey anonymous?

No, these aren't anonymous. A limited number of NPS and vital staff members will see your comment and name. One of the most important parts of NPS is closing loop. That means if you mention an issue in your survey, someone will contact you to help resolve it. However, your comments are never published or shared outside the team working on resolutions.

I've never received a survey. Who can help me find out why?

The quickest and easiest way to ask about your NPS surveys is to send an email to NPSteam@exprealty.net.

Please add us to your Contacts /or add a filter.

Create a filter by clicking on the cog icon in the top right corner, then settings.

1. Click on Filters and then Create a new filter.
2. Enter (noreply@exprealty.com) in the From field.
3. Click Create filter with this search.
4. In the box headed "When a message arrives that matches this search" select Never send it to spam.
5. Click the Create filter button.

Where can I get more information about NPS?

Join the NPS Workplace group: eXp NPS: Measuring What Matters

<https://exprealty.workplace.com/groups/406386923457409>