Package ‘marketr’

February 10, 2020

Title  Tidy Calculation of Marketing Metrics Plus Quick Analysis
Version  0.0.1
Description  Facilitates tidy calculation of popular quantitative marketing
metrics. It also includes functions for doing analysis that will help
marketers and data analysts better understand the drivers and/or trends
of these metrics. These metrics include Customer Experience Index
<https://go.forrester.com/analytics/cx-index/> and Net Promoter Score
<https://www.netpromoter.com/know/>.
Depends  R (>= 3.5.0)
License  CC0
Encoding  UTF-8
LazyData  true
Suggests  knitr, rmarkdown, ggplot2
VignetteBuilder  knitr
Imports  dplyr (>= 0.8.3), magrittr (>= 1.5), tidyr (>= 1.0.0), tibble
(>= 2.1.3), rlang (>= 0.4.2)
RoxygenNote  7.0.2
NeedsCompilation  no
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Repository  CRAN
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R topics documented:

cxi_calc  ................................................................. 2
cxi_trend  .............................................................. 3
nps_calc  ................................................................. 4
nps_trend  ............................................................... 5

Index  7
cxi_calc  

Tidy Calculation of Customer Experience Index

Description
Simplifies the calculation of Customer Experience Index (CXi) from raw survey data within the tidyverse framework.

Usage
`cxi_calc(survey_data, ..., cx_high = 4, cx_low = 2)`

Arguments
- `survey_data`: Raw survey data. Needs to be one row per survey with the three CXi question responses having column names of needs, ease and emotion.
- `...`: optional columns by which to group the CXi calculation. There is no limit to the number of grouping variables chosen. Too many will likely result in CXi calculations that are too fragmented / based on very small survey counts.
- `cx_high`: Threshold in scale where response at or above is a "high"
- `cx_low`: Threshold in scale where response at or below is a "low"

Details
Customer Experience Index is a metric created by Forrester to help companies systematically measure customer experience in a way that their research has found is connected to improving customer loyalty. More information can be found at https://go.forrester.com/analytics/cx-index/

The calculation across an entire sample of surveys is simple. A customer experience manager may want to calculate CXi across many different dimensions and filtering in different ways; the functions in this package utilize the tidy framework to streamline calculating CXi along as many dimensions as desired.

Value
Data frame with CXi and survey count for each combination of the grouping variables

Examples
```r
needs <- sample(5, 100, replace = TRUE)
ease <- sample(5, 100, replace = TRUE)
emotion <- sample(5, 100, replace = TRUE)
cx_date <- rep(seq.Date(from = as.Date("2019-01-01"), to = as.Date("2019-01-10"), by = "day"), 10)
cx_group <- rep(c("a", "b", "c", "d"), 25)
df <- data.frame(needs, ease, emotion, cx_date, cx_group)
cxi_calc(df, cx_group)
```
Description

Simplifies the calculation of Customer Experience Index (CXi) trends over time from raw survey data within the tidyverse framework.

Usage

cxi_trend(
survey_data,
trend_var,
...,  
cx_high = 4,
cx_low = 2,
min_surveys = 1,
avg_surveys = 0
)

Arguments

<table>
<thead>
<tr>
<th>Argument</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>survey_data</td>
<td>Raw survey data. Needs to be one row per survey with the three CXi question responses having column names of needs, ease and emotion</td>
</tr>
<tr>
<td>trend_var</td>
<td>Column that represents an element of time, eg week number, date, month &amp; year</td>
</tr>
<tr>
<td>...</td>
<td>optional columns by which to group the CXi calculation. There is no limit to the number of grouping variables chosen. Too many will likely result in CXi calculations that are too fragmented / based on very small survey counts.</td>
</tr>
<tr>
<td>cx_high</td>
<td>Threshold in scale where response at or above is a &quot;high&quot;</td>
</tr>
<tr>
<td>cx_low</td>
<td>Threshold in scale where response at or below is a &quot;low&quot;</td>
</tr>
<tr>
<td>min_surveys</td>
<td>Minimum surveys found in every period for each group to be included</td>
</tr>
<tr>
<td>avg_surveys</td>
<td>Average surveys found in every period for each group to be included</td>
</tr>
</tbody>
</table>

Details

Customer Experience Index is a metric created by Forrester to help companies systematically measure customer experience in a way that their research has found is connected to improving customer loyalty. More information can be found at https://go.forrester.com/analytics/cx-index/

The calculation across an entire sample of surveys is simple. A customer experience manager may want to calculate CXi across many different dimensions and filtering in different ways; the functions in this package utilize the tidy framework to streamline calculating CXi along as many dimensions as desired.

The trend version of the function allows you to specify one column as a date over which to trend the data. This allows quick filtering to eliminate groupings that fail to meet user-specified thresholds for average or minimum survey counts per time period.

The resulting data set is set up for creating faceted line plots using ggplot2.
nps_calc

Description

Simplifies the calculation of Net Promoter Score (NPS) from raw survey data within the tidyverse framework.

Usage

nps_calc(survey_data, ...)

Arguments

survey_data  Raw survey data. Needs to be one row per survey with the nps question in a numeric column called nps_question responses having column names of needs, ease and emotion
...  optional columns by which to group the nps calculation. There is no limit to the number of grouping variables chosen. Too many will likely result in nps calculations that are too fragmented / based on very small survey counts.

Details

Net Promoter Score was originally developed by Fred Reichheld and now is owned by Bain Company and Satmetrix Systems. According to Wikipedia it "is a management tool that can be used to gauge the loyalty of a firm’s customer relationships."

Value

Data frame with nps and survey count for each combination of the grouping variables
nps_trend

Examples

nps_question <- sample(10, 100, replace = TRUE)
nps_date <- rep(seq.Date(from = as.Date("2019-01-01"), to = as.Date("2019-01-10"), by = "day"), 10)
nps_group <- rep(c("a", "b", "c", "d"), 25)
df <- data.frame(nps_question, nps_date, nps_group)
nps_calc(df, nps_group)

nps_trend

Tidy Calculation of Net Promoter Score trends by group

Description

Simplifies the calculation of Net Promoter Score (NPS) trends over time from raw survey data within the tidyverse framework.

Usage

nps_trend(survey_data, trend_var, ..., min_surveys = 1, avg_surveys = 0)

Arguments

survey_data Raw survey data. Needs to be one row per survey with the nps question in a numeric column called nps_question
trend_var Column that represents an element of time, eg week number, date, month & year...
optional columns by which to group the nps calculation. There is no limit to the number of grouping variables chosen. Too many will likely result in nps calculations that are too fragmented / based on very small survey counts.
min_surveys Minimum surveys found in every period for each group to be included
avg_surveys Average surveys found in every period for each group to be included

Details

Net Promoter Score was originally developed by Fred Reichheld and now is owned by Bain Company and Satmetrix Systems. According to Wikipedia it "is a management tool that can be used to gauge the loyalty of a firm’s customer relationships."

The trend version of the function allows you to specify one column as a date over which to trend the data. This allows quick filtering to eliminate groupings that fail to meet user-specified thresholds for average or minimum survey counts per time period.

The resulting data set is set up for creating faceted line plots using ggplot2.

Value

Data frame with nps and survey count for each combination of the grouping variables over the time variable.
Examples

```r
nps_question <- sample(10, 100, replace = TRUE)
nps_date <- rep(seq.Date(from = as.Date("2019-01-01"), to = as.Date("2019-01-10"), by = "day"), 10)
nps_group <- rep(c("a", "b", "c", "d"), 25)
df <- data.frame(nps_question, nps_date, nps_group)
nps_trend(df, nps_date, nps_group)
```
Index

cxi_calc, 2

cxi_trend, 3

nps_calc, 4

nps_trend, 5