



Espresa

Powering Great Workplaces



Espresa Support Satisfaction Report 2026

This report reflects Espresa's 2025 support performance and highlights how continued investments in people, process, and technology enabled consistent, high-quality service as customer and member needs grew in complexity.

2025 Performance & Trends

Delivering Outstanding Support

In 2025, Espresa delivered industry-leading customer satisfaction while supporting increased program complexity and scale.



98%

**Customer
Satisfaction Score**



90%

**Member
Satisfaction Score**



93%

**Implementation
Satisfaction Score**



85%

**Rated Tickets
are Positive**

Industry Comparison

Empowering HR Through Exceptional Support

Helping HR leaders enhance employee experience, boost retention, and foster a thriving workplace culture



Enhancing the Employee Experience

Seamless support services help HR teams deliver reliable employee experiences that drive engagement and satisfaction



Strengthening Retention Through Support

High ratings for HR support teams showcase the impact of well-structured internal processes



Building Trust & Transparency

Open, transparent resolutions and consistent follow-through help cultivate trust-based relationships with both HR leaders and employees

Setting the Standard in Support

- Espresa's customer satisfaction score exceeds industry benchmarks, highlighting its leadership in HR support services
- In 2025, Espresa maintained a 98% CSAT—consistently outperforming SaaS industry benchmarks and reinforcing its position as a leader in HR support services
- Investments in training, technology, and proactive support position Espresa as an industry leader
- A top-down commitment to quality support ensures a consistent, reliable, and superior customer experience

¹ [CRM.org 2025 Statistics](https://www.crm.org/2025-statistics)