





Index Calculation

- Happy-index = $(\text{😊} * 100 + \text{🙂} * 66.66 + \text{😐} * 33.33 + \text{😞} * 0) / (\text{😊} + \text{🙂} + \text{😐} + \text{😞})$
- NPS-index = $\% \text{😊} - \% \text{😐} - \% \text{😞}$

 = the number of responses on the dark green smiley button

 = the number of responses on the light green smiley button

 = the number of responses on the light red smiley button

 = the number of responses on the dark red smiley button