

Methodology approach & list

Top 20 LMS Software

based on

CUSTOMER EXPERIENCE



METHODOLOGY

This Top 20 LMS list has been planned following a holistic approach based on input from actual users who were willing to share their experience with the LMS. The research has been verified one by one by awarding industry experts.

The order of appearance is a function of the following metrics:

Customer Satisfaction (CSAT Score) measures the degree of customer happiness with a particular product, service, or interaction.
Customer Effort (CEP Score) quantifies the amount of effort required to get customer support from the LMS vendor.
Customer Expectation (CEX Score) measures the gap between customer expectations and service received by the LMS vendor.

All of the above metrics are calculated based on a 5-step Likert scale from Strongly Disagree to Strongly Agree. Our methodology was developed in collaboration with Dr. Panagiotis Zaharias who is a scientific collaborator of eLearning Industry INC and UX expert.

LMS	Score	CSAT Score	CEP Score	CEX Score	Rank
LearnUpon LMS	91	100%	100%	100%	1
Loop	90	98%	98%	98%	2
GyrusAim	89	98%	96%	98%	3
Adobe Captivate Prime	88	96%	94%	98%	4
TalentLMS	88	98%	96%	96%	5
Inquisiq	87	96%	98%	92%	6
iSpring Learn	87	96%	94%	94%	7
Coassemble	86	94%	96%	94%	8
Absorb LMS	86	94%	94%	94%	9
Eureka LMS	85	94%	90%	92%	10
360Learning	85	94%	92%	90%	11
Docebo	84	92%	92%	92%	12
Xperienify	84	92%	92%	92%	13
Tovuti LMS	84	92%	90%	90%	14
Skillcast LMS	83	92%	92%	90%	15
LearnWorlds	83	92%	90%	90%	16
CanopyLAB - Social Learning Powered by AI	82	90%	90%	88%	17
Nimble LMS	81	90%	90%	86%	18
Learningbank	80	90%	86%	84%	19
SAP Litmos	79	86%	86%	84%	20