

TestFairy VisualSupport

Closing customer support tickets faster than ever.

Contact us at:
testfairy.com/enterprise

TestFairy is a mobile enterprise suite helping companies understand user behavior on mobile. TestFairy VisualSupport allows customer support teams to see what users did on their mobile device and this way close tickets faster.

SOLVE TICKETS FASTER


When your customers need help, it is critical to solve their problems as fast as possible. Unresolved problems tie up company resources addressing source of the problem while blocking customers from completing their purchase. This simply makes customers unhappy.

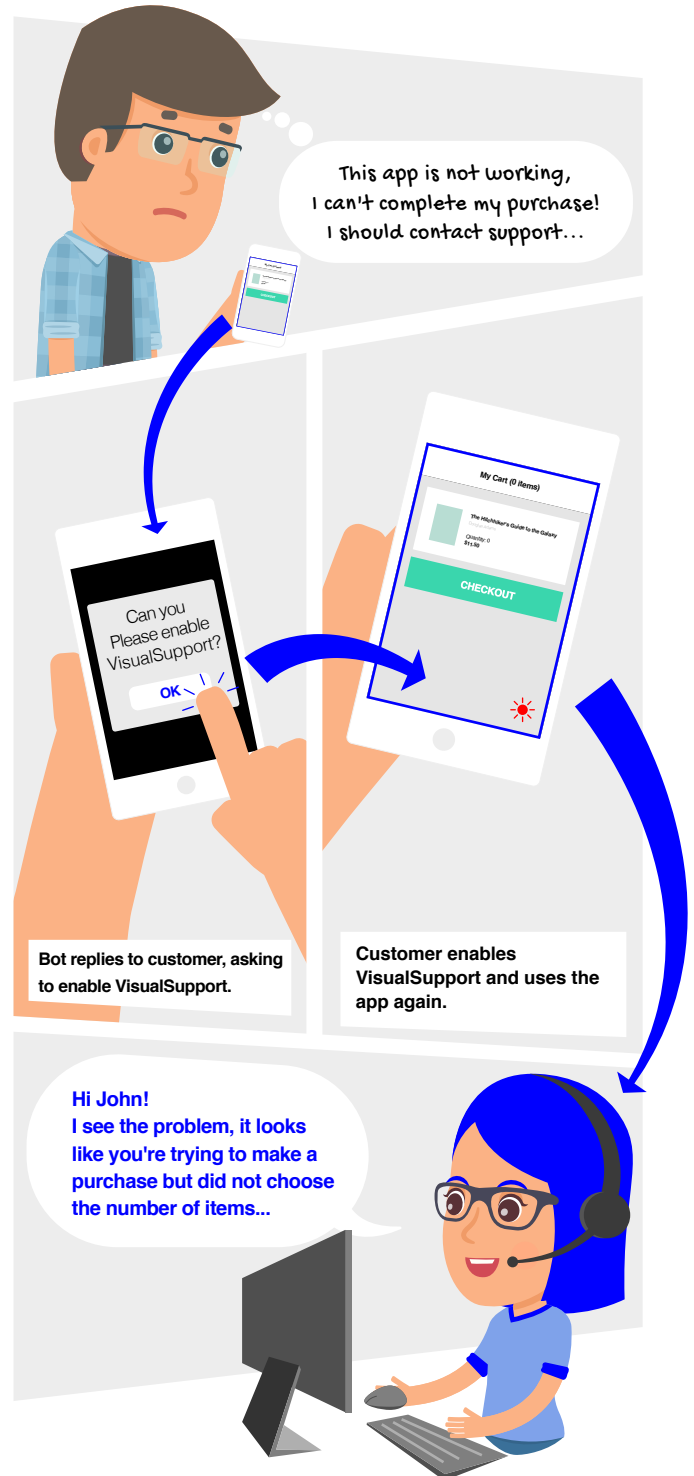
SAVE ON DATA CENTER COSTS

VisualSupport can reduce the number of back and forth emails by 80%, by providing the customer-rep with a video showing them what exactly happened in the app before the problem.

IMPROVE CUSTOMER SATISFACTION

There is nothing more frustrating to a customer than not being understood. Customers that get fast and effective support are happier customers. Their engagement improves, they trust you more, and with VisualSupport, from a problem they became an asset.

Available today with  JIRA Service Desk
More platforms coming soon!



The recorded session is sent to helpdesk in real time!

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