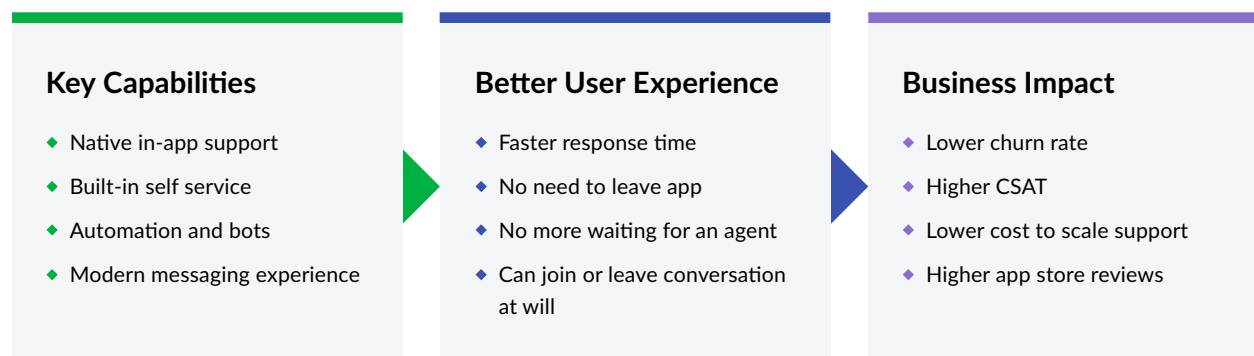# helpshift

Re-defining Support for Mobile Apps

The mobile app landscape is highly competitive with multiple competitors in each niche and a constant stream of new entrants. Churn rates are high and loyalty is fleeting. Users often have multiple apps of the same type installed and switching is only a click away.

Today's mobile users expect support to be delivered directly in an app and for the interaction to respect their time. Most apps, however, fail to meet these expectations. When this happens, users often turn to a competing app.

Helpshift reduces user frustration by respecting their time when they need support. It delivers a native mobile support experience and automates common issues.

Key Capabilities

- Native in-app support
- Built-in self service
- Automation and bots
- Modern messaging experience

Better User Experience

- Faster response time
- No need to leave app
- No more waiting for an agent
- Can join or leave conversation at will

Business Impact

- Lower churn rate
- Higher CSAT
- Lower cost to scale support
- Higher app store reviews

Less Frustration

With Helpshift, users never have to leave your app. Because users stay in the app and get their issues resolved quickly, they are less likely to churn and more likely to spend money in the app.

Fully integrated mobile chat for support that feels native to the app delivers a better user experience.

Embedded help center for mobile apps that is fast, integrated and delivers accurate search results so users resolve their own issues.

Proactive response to user issues within the app and embedded CSAT surveys prevents users from writing negative app store reviews.

Automatically captured context from app, including device, app version, free storage, etc. reduces time and effort to resolve user issues.

helpshift

Respect Users' Time

When they have questions, Helpshift's mobile-first chat means users can interact when they want, jumping in and out of conversations on their own terms.

iMessaging-like experience for support issues creates a modern experience that leads to higher user satisfaction.

Asynchronous experience means users are never left waiting for an agent to be available.

Immediate notification of issue resolution via push notification brings users back into your app.

Highly Automated

Helpshift helps you automate common support questions. Helpshift can automate up to 90% of user issues, delighting users while reducing support costs.

Intent classification means when users need support, Helpshift accurately determines their specific need to instantly call upon the correct automation.

Bots provide immediate responses to common problems, meaning users get faster responses while you save support costs.

High scalability for even the largest environments enables massive growth in user volumes while avoiding exploding agent costs.

90%

Helpshift automates up to
90 percent of user issues

Easy to Deploy and Operationalize

Helpshift delivers immediate value to mobile apps. Helpshift delivers great support so your engineers can stay focused on making the core of your app great.

Out-of-the-box integration into your app with minimal engineering resources required.

SDKs for native iOS and Android and frameworks like Unity, Xamarin and Cocos.

Visual Bot Builder enables non-technical staff to quickly build bots tailored to common user issues with little or no coding required.

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When we decided to implement a chatbot, we needed a solution that was easy to use and didn't depend on other teams like engineering or product to implement. With Helpshift, in less than three weeks, Gui, our chatbot, was made available to users. This instantly improved our response times. At the same time using our chatbot, we've been able to increase the volume of customer inquiries without needing to grow our team.

Bárbara Borba Moraes
Coordinator of Operations and CX

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To learn more visit www.helpshift.com