

Issues not being resolved fast enough?
CSAT lower than you'd like?

Smart FAQs to the rescue!



What happens when your users do not find answers after going through the FAQs? In most cases, they discover ways to reach out to support without providing a lot of context of their problem.

That is going to change with this new feature called 'Smart FAQs' that allows your end users to fill in a Smart Form that creates an issue and collects contextual information, right within the FAQ experience.

With Smart FAQs, you can capture the context right at the point of origination leading to:

- A great end-user experience,
- Faster issue resolution by agents
- Improved CSAT

Some key use cases which customers are using it for:

- Lost game progress
- Collect feedback
- Report inappropriate usernames
- Submit ideas
- Purchase-related issues
- Report bugs
- And many more...

