



Support has never been so efficient

Introducing **Smart FAQs**



When users still need help after reading relevant FAQs, they reach out to support, often providing little context to their problem. With Smart FAQs, users can initiate action toward resolution by providing information right within the FAQ.

Paired with contextual automation and resolution flows, users receive faster and more accurate answers.

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

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

Common use cases include:

- Lost game progress
- Collect feedback
- Report inappropriate usernames
- Technical support
- Device issues
- Purchase-related issues

