

SUPPORT Feedback Report

Our Mission is to help leaders build better teams to achieve better results... and to delight our customers in the process.

The team continues to do a tremendous job ensure we are delighting each user we interactive with on our various support channels. Here are a few nice things our users have to say about our outstanding support.



97% Happiness Rating

Chats:	1,149
Replies:	5,980
Avg Response Time:	2m 8s
Rated Chats:	35%

"Excellent service and prompt response (even after normal business hours) is much appreciated!"

"I thank you for your help it got me where I needed to go."

"Even when my computer was not operating correctly, she powered through respectfully and helped me get to where I needed to be. Thank you."

"They were awesome and quick to respond!"

"Good job very helpful"

"I really like this new chat feature and the access it gives to the team to assist me."

"Very understanding, providing a compassionate ear and willing to do everything in his power to help resolve an issue."

"Great! Very responsive!"

"She is very professional and knowledgeable about the product. She answered all of my questions."



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We are arguably the fastest in the business. Our response time is quick and our users “show us the love” because of it.

“Exceptional service -thank you”

“Quick, clear, and professional! Thank you for your help!”

“Straight to the point and offered a solution.”

“She made me feel very comfortable. She took a lot onto her plate to help our company get set up. She explained things very clearly and anticipated my questions. Very much appreciate her forward thinking and professionalism.”

“Response time is great and instructions are clear. Thank you!”

“The follow-up was really impressive.”

“You guy’s are always wonderful! Thanks, Gail”

“Swift efficient and friendly response, thanks!”

“Response was quick and efficient.”

“You all are so responsive! Luv it.”

“A gift from heaven. Thanks for dialing down my stress so quickly.”

“Thorough”

“She took my complicated goal question and has really helped me to rollout using performance culture based on my company needs. Awesome job!”



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We are not only fast, but also, thorough. Our team was recognized often for going “above and beyond”!

“Thank you for your time and your thoroughness in navigating me through the system. Much appreciated.”

“Always so helpful and responsive (even when I ask silly questions)”

“You made my day. Thanks for sharing how to set up a review.”

“Great immediate support!”

“She was great! I was back on track quickly, thank you!”

“Her answer was quick and spot-on.”

“Always appreciate the prompt reply.”

“Quick to respond. Even after normal business hours.”

“All good, timely response and solved the problem!”

“Great. All my current questions answered”

“She has been a huge asset to our initial roll out of the product! Thank you!”

“Awesome, as always :)”

“He was very responsive and kept me posted with an update every step of the way! Thank you!”

“I was stumped! She led me through the forest!”



Intercom Results - August 2018 through June 2019



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When the questions are plenty, we shine! Great job tending to our users and seeing every question as an opportunity for excellence.

"She was helpful, acted quickly, helped me fix the issue and educated me on how to correct the issue if the same thing were to happen again."

"The conversation delivered a near immediate response that solved our issue and then Courtney even followed up with an article to explain the process to ensure full understanding on my part."

"So far I love this tool and your support is amazing. Thanks."

"Fast, friendly, professional and exactly what was needed."

"Thanks for the help and she lead me to where I needed to go."

"You guys are always great to deal with Always very prompt and concise."

"The team is doing fantastic, helpful, responsive and a pleasure to work with!"

"She was very helpful and friendly to deal with. Solved my issue really quickly and gave me useful information how to solve the issue myself if it occurs in future."

"It was very helpful to discuss over the phone. Thanks for making that connection."

