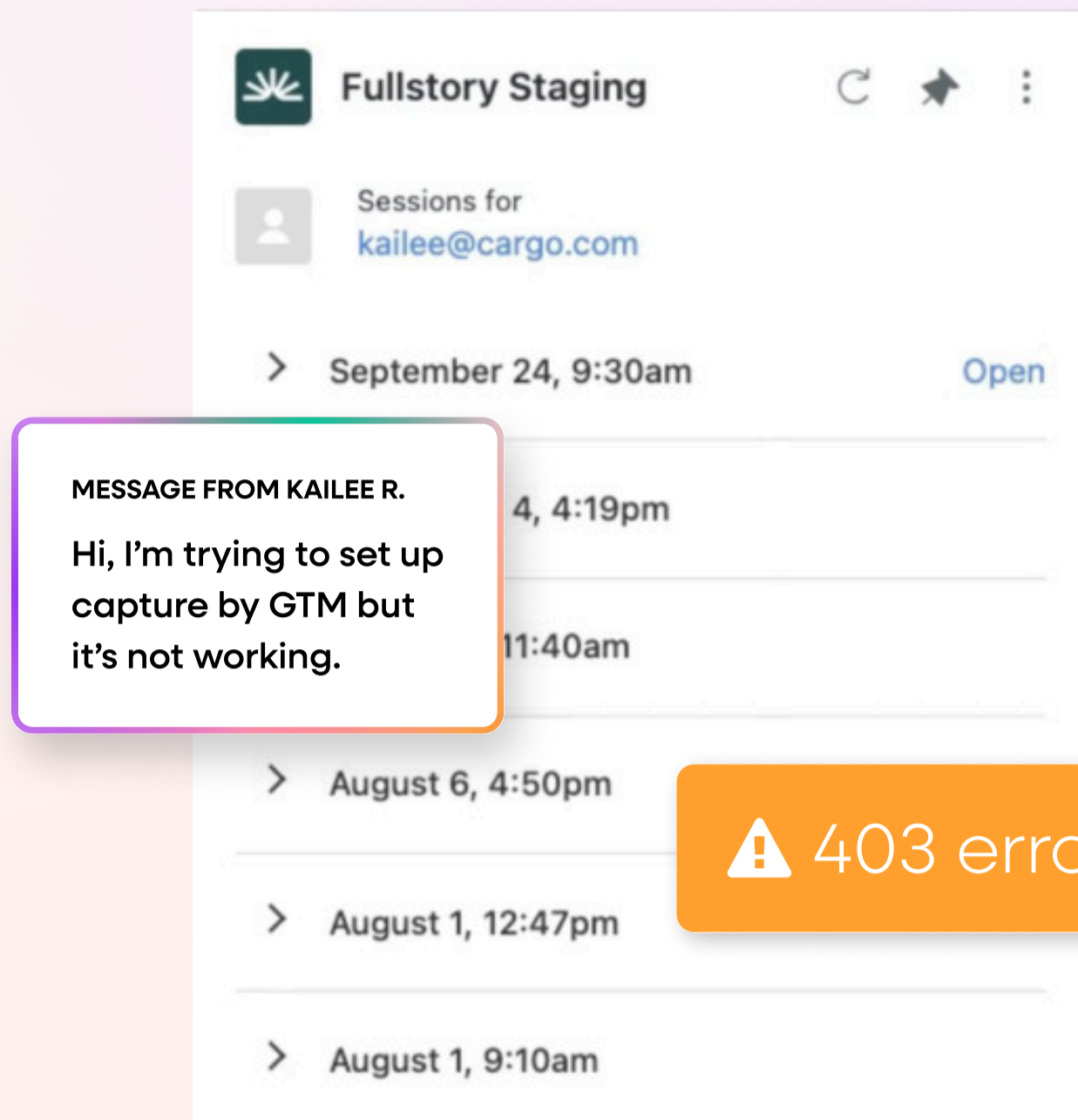


CUSTOMER SUPPORT & CX

# Resolve issues with behavioral context

Agents often lack the full picture, relying on screenshots or vague descriptions that slow responses and risk SLAs.



## FULLSTORY SOLUTION

Fullstory provides behavioral data in real time, so agents see what happened and what the customer tried. Replays, Dev Tools, Go Live, and AI summaries drop context directly into the help desk. Every handoff carries the same detail, making resolution faster and escalations fewer.

## MEANINGFUL OUTCOMES

- ✓ **Faster resolutions**
- ✓ **Fewer escalations**
- ✓ **Stronger SLA performance**

## WHAT WE SOLVE



### Clearer context

Behavioral data shows what broke and how the customer tried to fix it.



### Stronger handoffs

Session URLs, summaries, and Jira integration align support and engineering.



### Confident replies

Agents respond with certainty and speed, improving CSAT.