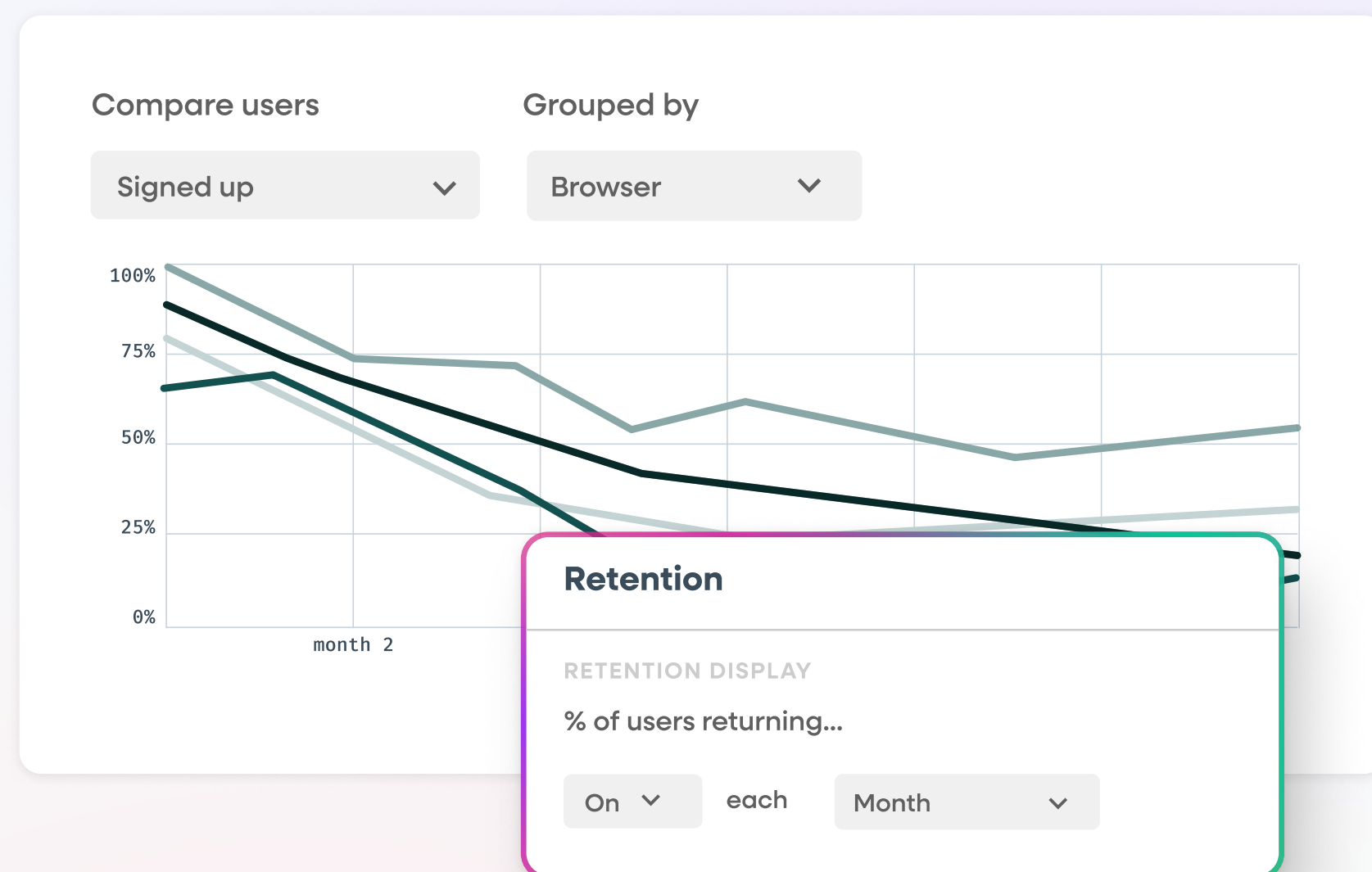


SOFTWARE & TECH

Retain loyal customers

Churn often begins with frustration. Hidden bugs and unclear flows make users open tickets or silently leave.



FULLSTORY SOLUTION

Fullstory shows the exact session where a user got stuck. Support can solve problems quickly, engineering receives clear reproduction steps, and product can fix friction before more customers are affected.

MEANINGFUL OUTCOMES

- ✓ **Faster support resolution**
- ✓ **Fewer engineering escalations**
- ✓ **Boost satisfaction & retention**

WHAT WE SOLVE



Solve issues with context

See what users saw before they opened a ticket. No guessing, no recreating the issue from scratch.



Catch bugs earlier

Spot patterns of errors and frustration that traditional analytics miss. Fix issues before they become churn risks



Keep customers engaged

Uncover the steps that cause drop-off, confusion, or stalled adoption. Strengthen the experience and build long-term loyalty.