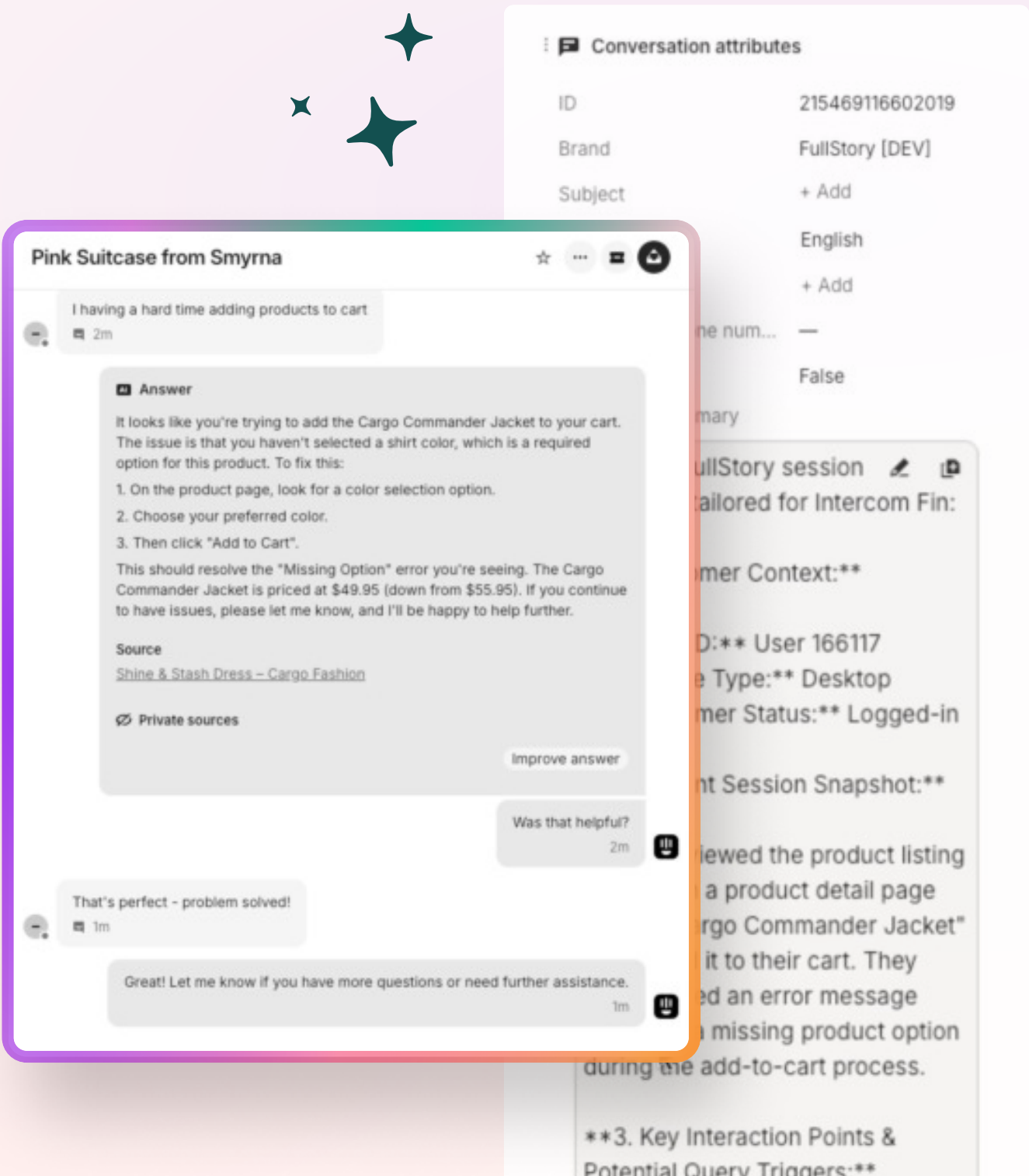




CUSTOMER SUPPORT & CX

Deflect tickets with early behavioral signals

Ticket spikes begin with errors or friction that are invisible until queues grow.



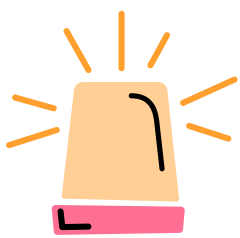
FULLSTORY SOLUTION

Fullstory captures behavioral data at scale, surfacing Metrics and Alerts when issues start. Agents can respond to Ragehooks with in-session help, while AI summaries add context to the tickets that do appear. This prevents avoidable volume and stabilizes queues.

MEANINGFUL OUTCOMES

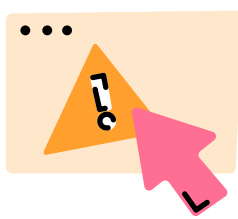
- ✓ Early detection
- ✓ Ticket deflection
- ✓ Queue stability

WHAT WE SOLVE



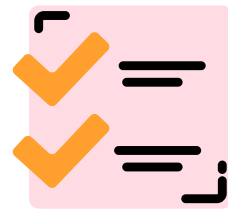
Early warnings

Metrics and Alerts flag broken flows before customers flood support.



Proactive engagement

Trigger real-time help when users show frustration signals.



Queue stability

Agents handle true edge cases while systemic issues are corrected upstream.

