5 ways to untangle the user feedback knot with Userback
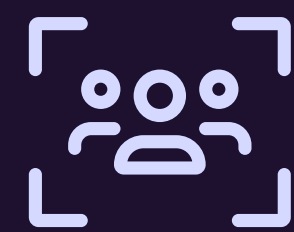
ACCELERATE COLLECTION, RESOLUTION & CLOSURE

Let users submit standardized bug reports and feature requests 'on the fly' without leaving your app or site.

No more sifting through emails, phone conversations or scribble notes to understand what a user was trying to say.

Simply replace disconnected platforms with a single consolidated in-app or on-site solution for communication and collaboration.

REMOVE AMBIGUITY, SUBJECTIVITY & CONFUSION

Get complete clarity on what users are talking about or refrring to.

Automatically capture all the contextual system and session information you need to resolve bugs and inform feature requests the background.

Includes Session Information, User Data, Console Logs and Event Tracking. You can also customize what data is captured using the Javascript API.

SEE THINGS THROUGH YOUR USERS' EYES

Allow users to add screen grabs and video (with voiceover, scribbles and annotations) to their feature requests and bug reports.

Session Replays record every mouse movement and interaction in the background, so you can see exactly what has happened without having to ask the user.

Nothing gets you closer to being in the user's shoes at the point when things don't work the way they should!
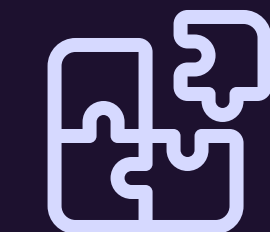
KEEP USERS IN THE LOOP
(without having to talk to them)

Many developers would prefer not to have to talk to users directly if they can avoid it!

Userback streamlines the communication loop:
- Acknowledge user feedback has been received;
- Let users know the planned resolution;
- Loop users back in when updates have been made.

SEAMLESSLY INTEGRATE WITH YOUR WORKFLOWS

Userback can be readily integrated with existing project management, workflow and communication platforms, helping you to get the most value out of your overall technology stack.

Is your user feedback loop a tangled knot?

Discover how to automate and supercharge user feedback throughout the product development lifecycle at **userback.io**

userback

UNTANGLE THE USER FEEDBACK KNOT