How monday.com helps **83% of users** help themselves

monday.com, a project management SaaS company, uses Simpo to answer user questions instantly, in-app.

30,000
Tickets analyzed per month

57,000+
instant answers per month

83%
of users help themselves

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monday.com

❝ We get around 30,000 support tickets per month and each ticket takes an average of eight minutes to resolve. Every minute that Simpo saves is huge for us.

Tom Ronen, VP @ monday.com

Once upon a time

Challenges

The monday.com team built an amazing knowledge base. However, while using the platform, only about 0.5% of users were going to the external knowledge base to search for answers.

Even while there, users searching through the knowledge base's default search engine often didn't find the information they needed.

Both of these factors combined resulting in users submitting support tickets — and those tickets were rapidly snowballing out of control.

Along came Simpo

Solution

Simple and intuitive in-app search functionality.

Simpo's Quick Search connects users to monday.com's robust knowledge base. It integrates seamlessly with the platform, so users can search for the information they need in-app without leaving monday.com to find an external knowledge base.

The search interface is fully customizable so that it reflects the company's branding and complements the platform's sleek and intuitive UI.

monday.com also replaced the native search in the knowledge base itself with Simpo's embedded Quick Search to provide a better knowledge search experience.

❝ **Growing with monday.com**

When we were a small company, we could reach out to every user individually and walk them through monday.com. As we grew, that became impossible, but Simpo has scaled with us.

Lea Serfaty, PM @ monday.com

Happily ever after

Results

Better User Experience: 57,000+ users a month use Simpo's in-app search to get instant answers and help themselves.

Support Ticket Savings: 83% of users searching through Simpo find an answer, instead of opening up additional support tickets.

Understanding Users: Simpo analyzes 30,000 incoming support tickets to monday.com every month and provides insights to improve user learning.