



# User Onboarding Software Category

WINTER 2026  
Customer Success Report





## User Onboarding Software Category

User onboarding software helps you to improve user activation with a robust onboarding experience. Your product is typically utilized in various methods, whether it's different use cases, or diverse ways of accomplishing the same objectives. A user onboarding solution permits you to adjust the onboarding experience based on the persona of the user to enhance engagement. You can deliver a personalized and dynamic experience, and let the user determine their journey without restricting them to a single path.

User onboarding software also enables you to assist users as they utilize and navigate your product. Provide relevant and needed help at the right time. The platform allows you to trigger tips and hints based on in-app events and user behavior, so you can engage the user at the appropriate time.

# Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings.

**The overall Customer Success ranking is a weighted average based on 3 parts:**

## CONTENT SCORE

- ✓ Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
- ✓ Customer reference rating score
- ✓ Year-over-year change in amount of customer references on FeaturedCustomers platform
- ✓ Total # of profile views on FeaturedCustomers platform
- ✓ Total # of customer reference views on FeaturedCustomers platform

## MARKET PRESENCE SCORE

- ✓ Social media followers including LinkedIn, Twitter, & Facebook
- ✓ Vendor momentum based on web traffic and search trends
- ✓ Organic SEO key term rankings
- ✓ Company presence including # of press mentions

## COMPANY SCORE

- ✓ Total # of employees (based on social media and public resources)
- ✓ Year-over-year change in # of employees over past 12 months
- ✓ Glassdoor ranking
- ✓ Venture capital raised

## Award Levels



### MARKET LEADER

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



### TOP PERFORMER

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



### RISING STAR

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.

# 2026 Customer Success Awards

Check out this list of the highest rated User Onboarding Software based on the FeaturedCustomers Customer Success Report.



\* Companies listed in alphabetical order



**2026  
USER  
ONBOARDING  
SOFTWARE**

**MARKET LEADER**





## ABOUT INTERCOM



Intercom offers the world's leading business messaging platform that delivers real time contextual communications to drive growth at every stage of the customer lifecycle. Intercom is the first to bring a real time messaging-first experience to sales, marketing and support teams and offers the only business messenger that powers more than chat. Its Messenger and suite of customizable toolkits are built on top of a platform that creates brilliant and personal experiences for businesses and customers. Intercom has over 30,000 customers and powers 500 million customer conversations each...

**297**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“Intercom enables us to provide seamless customer service with adaptable workflows, forward-thinking technology, and a keen interest in our business and customers' needs. This empowers us to deliver a consistent 7-star experience to our customers every single day.”

HAZEL MAW  
OPERATIONAL EXCELLENCE MANAGER, TRAVELPERK

“From the inbox, I can go to the page the user is on and see exactly what they're looking at, including their last query. I'm often able to make a quick adjustment to solve the problem.”

ADAM KAHN  
SUPPORT ENGINEER, KEEN

“We've had incredible user growth on both our free platform and paid platforms. A big portion of that is the engagement driven through Intercom.”

DAN TOUCHETTE  
DIRECTOR OF MOBILE AND ENTERPRISE PRODUCT, BITLY

“Announcing new features through Intercom is the most effective way our users become aware of what we're building.”

VEENA GUPTA  
HEAD OF ONLINE SALES & OPS, CODA

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ANTHROPIC



TrueCommerce™

GURU



## ABOUT PENDO



Pendo was founded in 2013 when alumni from Rally, Google, Cisco, and Red Hat combined their heads and hearts to build something they wanted but never had as product managers - a simple way to understand and attack what truly drives product success. With powerful analytics, in-application user feedback, and contextual guidance designed to help companies measure and elevate the customer experience within their applications, Pendo is on a mission to improve society's experience with software.

**502**

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Pendo gives us the ability to be more consistent in how we message to our users, which, in turn, helps them become more efficient and successful users of Procore. When our customers have a consistent product experience, they develop a familiarity with our application. They learn how to help themselves and know they can come back and learn more later if they're busy or on a job site. The less surprising we can be in our application...”

AMANDA BRIDGE  
UX CONTENT WRITER, PROCORE

“With Pendo we have been able to tailor the onboarding experience to walk users through features on our site that are relevant to them, and will provide the most value in helping them maximize their experience on our site. Since launching the onboarding guides we've doubled the number of investors signing-up for additional features, and grown our returning monthly visitors by 70%.”

AUSTIN TEAGUE  
DIRECTOR OF GROWTH MARKETING, HARVEST

“We have a lot of users and training and adoption of a platform as sophisticated as Marketo is a constant challenge for users of different backgrounds. We identified a use case where we could put all training documentation in platform to help our users better understand how to use it. We noticed a 12% reduction in overall support ticket volume, just out of the gate with Pendo.”

JOE REITZ  
GLOBAL TECHNICAL TRAINING MANAGER, AMAZON  
WEB SERVICES (AWS)

“My favorite things to build are segments reports to understand how different users engage with our platform.”

MARGOT NASH  
VP OF PRODUCT, HIREOLOGY

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## ABOUT SKILLJAR



Skilljar's award-winning customer training platform enables you to successfully onboard, engage, & retain your customers & partners. Their cloud learning management system (LMS) makes it easy to create courses, distribute to web & mobile devices, and track results. Skilljar helps you accelerate product adoption, automate onboarding workflows, reduce support costs, and increase long-term customer satisfaction.

**106**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“Skilljar has been a lifesaver for our company. We were in need of a product that would provide an exceptional user experience from the point of purchase to the conclusion of training. With Skilljar, our program's revenue has increased by over 40% year-over-year. Not only is the product incredible, but the partnership we've developed with our team at Skilljar has made our experience even better. Any questions we've had, or issues we've run into along the way, the Skilljar team has empowered and supported us. Relationships are key with any product, and our connection with Skilljar has made us fans for life.”

KATIE LIESTMAN  
HOMECARE HOMEBASE

“The most powerful software in the world is nothing without the adoption of its users. Skilljar's delivery team is exceptional in the way they support us and share best practices. We would not have been able to have this level of success without the Skilljar partnership.”

ANDRE BOULAIS  
VP OF CUSTOMER SUCCESS, ENTELO

“Amazingly versatile. Helping us scale to thousands of students. More than anything, the Skilljar onboarding team is incredible - they set us up for success and proactively checked in with us for months, giving us constant advice on how to better our student experience.”

CLAIRE FROELICH  
COMMUNITY MANAGER, POSTMAN

“The ability to segment our users and provision training using groups has been game-changing. It allows our learners to only see the training options available for the solutions they purchased.”

ERYN BAUDO  
INSTRUCTIONAL DESIGNER, ZYWAVE

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## ABOUT WALKME



WalkMe, an SAP company, pioneered the world's leading Digital Adoption Platform, enabling organizations to navigate the change brought on by technology. Leveraging over a decade of experience, WalkMe's platform integrates generative AI to deliver proactive, accessible, and actionable insights. Their context-aware solutions guide users through any workflow, identifying and resolving digital friction to ensure seamless execution of critical processes across all departments. Trusted by global leaders like IBM, Nestlé, ThermoFisher Scientific, and the U.S. Department of Defense, WalkMe empowers organizations to maximize software ROI and...

**289**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

*“WalkMe enables us to respond to changes really quickly. It's fast to test and build, so we're able to stand up content within a matter of hours – and rather than having to do a system configuration that takes weeks to get through a development and approval cycle, we can deploy improvements or fixes in the same day.”*

SHAUN KENNY  
OPERATIONAL EXCELLENCE LEAD, ORIGIN

*“With WalkMe, we guide users step-by-step through important tasks they don't perform every day, as well as provide in-app tips and quick access links to simplify frequent processes and help them save time.”*

KRISTEN POE  
IT PROJECT MANAGER, CITY OF CHANDLER

*“WalkMe has allowed us to onboard customers faster and even flatten their learning curve. Our customers were ecstatic to have guided tours, step-by-step instructions and walkthroughs right in our software.”*

AMMON CURTIS  
PRODUCT MANAGEMENT, INFUSIONSOFT

*“With WalkMe, we've improved efficiency, reduced errors, minimized costs, and enhanced user confidence in using SAP SuccessFactors.”*

HANNE BATELAAN  
IMPLEMENTATION LEAD FOR WALKME, ABN AMRO

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## ABOUT WHATFIX



Whatfix is a game changing Performance Support platform that helps users achieve optimal performance by providing them quick and easy access to contextual information needed at the time a task is being performed. With Whatfix, enterprises enable their users to quickly adopt any software application, thereby eliminating the time spent in referring multiple resources for help and support.

**126**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“Whatfix allowed us to embed guidance directly into the tool, like a ‘MyHelp’ button, so users can access the information they need in the moment. Whether beginners or advanced users performing more complex tasks, the guidance is tailored to their needs and keeps training seamlessly integrated within the workflow.”

JEROME CASAMASSA  
VP PROCESS PERFORMANCE & OPERATIONS,  
BIOMERIEUX

“With Whatfix, we’ve completely shifted how onboarding and training works. We now have basic and domain-specific curriculum, Flows tailored to user roles, and embedded support that our teams genuinely appreciate. They often ask, ‘why don’t we have this on all of our digital tools.’”

ALEX COOPER  
ICERTIS PRODUCT OWNER, BIOMERIEUX

“Whatfix helps us drive Copilot adoption, improve user awareness, and enhance learning capabilities in the flow of work. We can inform sellers on newly launched features within the application and navigate them through how to leverage them quickly and easily.”

LEELA KRISHNA CHILAMKURTHY  
SR. PRODUCT MANAGER, MICROSOFT

“Whatfix has enabled an organization that is just embarking on its digital journey to understand technology, remove the fear around it, and guide our teams through systems in a way that feels familiar.”

MICHELLE RIX  
HEAD OF DIGITAL TRANSFORMATION, ACFS PORT  
LOGISTICS

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**2026  
USER  
ONBOARDING  
SOFTWARE**

**TOP PERFORMER**





## ABOUT APPCUES



Appcues makes it easy to deliver exceptional user experiences at scale, leading to happier customers and accelerated business growth. Using their Product-Led Growth Platform, anybody can publish beautiful and personalized in-product experiences (tooltips, modals, etc.) in minutes, measure the impact on key business results, and know when and how to intervene with a human touchpoint.

**126**

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

*“With Appcues, We are solving usability challenges for our users and offering a self-serve option empowering our users to become more confident and proficient with our product.”*

SARA MASKIVISH  
VICE PRESIDENT OF CLIENT SUCCESS, ACCELO

*“We’re using Appcues to bridge the gap between complicated feature sets and a user base that’s split between really technical and not technical at all.”*

CONNOR MACHON  
PRODUCT MANAGER, SOURCEDAY

*“Appcues is so easy to use and customizable. I’m not super tech-savvy, so I love how intuitive and fast its system is.”*

EMILY LOFTIS  
MARKETING STRATEGIST, PEEK

*“Working with Appcues is the definition of working smarter not harder to meet customers where they are.”*

NANCY ELIAS-SHABSIGH  
PRODUCT OPERATIONS MANAGER, NEWSELA

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## ABOUT CHAMELEON



Chameleon is a platform for software businesses to build better user onboarding. As software eats the world, many users get left behind with new products, features, interfaces, and designs. Chameleon allows you to create beautiful product guidance that helps, guides and delights your users throughout their journey. Build, manage and optimize your product tours without writing code. Great for onboarding new users, feature announcements, and reducing support.

80

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

*“Before Chameleon, we were struggling to consolidate all of our user feedback and signals. We had a pop-up survey that had been poorly implemented and wasn't really connected to any of our other systems.”*

EMMA VAN PELT  
VP OF CUSTOMER EXPERIENCE, ZAPPI

*“With Chameleon, I can construct, customize, and publish a tour in less than 10 minutes! Even after a tour goes live, I can quickly edit the steps to best cater to what users are responding to.”*

CASIE LEVINE  
GROWTH ENGINEER, PERSISTIQ

*“This is why we love Chameleon – we can iterate quickly and validate an experience before building it in-house.”*

JORDAN LACOUNT  
HEAD OF PRODUCT, SHORTCUT

*“Chameleon is very flexible, dynamic to our application, and it looks native.”*

JACK TREPP  
DIRECTOR OF DATA ACTIVATION, PETSSCREENING

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## ABOUT GUIDE CX



GUIDEcx is a client onboarding and implementation platform that keeps your clients at the center of every project by providing complete visibility into the work. GUIDEcx helps you deliver projects faster with fewer issues and accelerate time to value for your customers.

**59**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“GUIDEcx has made my job easier, allowing me to focus on more impactful things, like understanding project scope and working closely with our sales team prior to when we actually get the project in our hands. Also, GUIDEcx support has always been quick to address any issues or questions that I have about the platform. Overall, my GUIDEcx experience has allowed me to focus on my customers to provide them with a smooth-as-butter deployment, ultimately speeding up customer time-to-value.”

MELISSA PAPALIAN  
SENIOR PROJECT MANAGER, DENSITY

“GuideCX allows us to take what our best implementation specialists are doing and duplicate that across our whole Customer Success team. The result; a more engaging, predictable, and streamlined customer experience. Net Promoter Scores have sky rocketed.”

CHAD ESTES  
CUSTOMER SUCCESS VICE PRESIDENT, SAASOPTICS

“GUIDEcx really gave us this home and hub of source of truth that allows us to work smarter with our clients and internally. It gives us an understanding of how we can continue to build upon and optimize what we are already doing as we continue to grow.”

EMMA SCHRAGER  
SENIOR MANAGER OF IMPLEMENTATION AND PROGRAM OPERATIONS, CATCHAFIRE

“With GUIDEcx, we have more data. We can easily identify our problem areas. Growing and maturing isn't intimidating or overwhelmingly challenging.”

BROOKE CANTWELL  
CUSTOMER EXPERIENCE MANAGER, KOUNT

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## ABOUT TOONIMO



Toonimo offers a cloud based platform that enables businesses to showcase the key features of their websites by acting as a pathfinder to site visitors. Using customized rich content and natural language, website visitors are intelligently guided by delivering assistance at the right time. This generates an increase in website usability and depending on the business objective can effectively: encourage self-service, increase conversion rates and increase engagement with visitors to your site. Driven by an intelligent decision engine, the platform helps fulfill the purpose of a website – to better service...

16

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Toonimo’s outstanding professional services managers have been instrumental in streamlining our ability to implement Toonimo on our in-house IIP investor tool. Response times have been quick, efficient and have allowed our team to spend time on other important tasks. Custom feature requests have given our first time users a true onboarding experience with custom modals that personalize their ability to pick and choose what type of walkthrough content they want to engage with.”

AMY MILLER  
VICE PRESIDENT C&IS DIGITAL, NORTHERN TRUST

“Toonimo guides the users within a certain area in the funnel to make sure they are able to sign up correctly. While explaining the page itself, thus increasing the conversions rate and customer loyalty.”

ORANGE

“Toonimo is guiding the users in receiving government benefits when it comes to subsidized cell phones. Making sure the experience is quick and easy to complete.”

Q-LINK WIRELESS

“Toonimo explains Telus’ online bill with a real human voice and interactive visual cues. While explaining the bill itself, thus reducing the support cost.”

TELUS

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## ABOUT USERFLOW



Userflow is an independent business, based in Santa Barbara, California, USA. They build a strong platform for SaaS companies to optimize their growth. They simply want to build the best and most useful product out there, and provide exceptional personal support. You get to talk directly to them, the founders and owners. They will personally vouch for your happiness as a customer. They're lean, profitable and sustainable, and not beholden to any investors. They're in this for the long haul.

**36**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

*“Userflow was incredibly easy to set up and integrate into our app. It’s been a game-changer for improving customer onboarding, helping us turn more free trials into happy customers.”*

JOE STANTON  
PRESIDENT, TAXCLOUD

*“Userflow is the most intuitive and well-built onboarding solution in the market. I have evaluated them all and can confidently say that you need not look beyond Userflow.”*

ARPIT CHOUDHURY  
FOUNDER, DATA-LED ACADEMY

*“Userflow checked all the boxes. It had all the advanced functionality we needed, as well as a strong UX - It was easy to use from the beginning.”*

FRANCISKA DETHLEFSEN  
HEAD OF GROWTH, ITERATIVELY

*“Userflow was easy to use, and I could build flows for advanced scenarios in our application, without running into issues.”*

RYO CHIBA  
CO-FOUNDER, TOPIC

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evocalize

FLEETCOR

KLEVVU  
A division of Athos Commerce

make  
formerly Integromat

mparticle  
analytics  
FORMERLY INDICATIVE



## ABOUT USERGUIDING



UserGuiding improves product adoption rates through 'no coding needed' interactive user onboarding flows. With this simple lightweight tool, just about anyone can quickly create step-by-step product walkthroughs on-screen. UserGuiding comes with great analytics as well to track the performance of walkthroughs, tours, tutorial popups, and more to help create personalized experiences.

**86**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

*“The onboarding phone calls were being scheduled, and they were quite time-consuming as well. They could take 45 minutes, up to an hour sometimes if they were experiencing some issues.”*

BALJEET SANDHU  
DOCUMENTATION SPECIALIST, CYNCLY

*“UserGuiding transformed the way we onboard, communicate, and collect feedback—everything is faster, clearer, and more user-focused now.”*

JULIANA OZERANSKI  
ENABLEMENT COORDINATOR, ACTIVESOFT

*“With UserGuiding, we achieved over 70% guide completion and accelerated our time-to-market from developer sprints to just hours.”*

DANIEL HOULT  
DIRECTOR OF DOCUMENTATION, CYNCLY

*“UserGuiding is quickest and easiest solution to implement.”*

KATHLEEN BRUMMITT  
INDICATA

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## ABOUT USERLANE



Userlane is a no-code Digital Adoption Platform to help businesses guide users directly within software applications. By providing users with the right information at the right time, we help organizations close the technology knowledge gap, and track and manage user experiences every step of the way.

**56**

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

*“The Userlane team brings a level of expertise and professionalism that is second to none. Their proactive monitoring and maintenance have kept our systems running smoothly, allowing us to focus on our core business activities.”*

JAMIKA BIVENS  
DIRECTOR OF TRAINING AND DEVELOPMENT, DRUCKER + FALK

*“With Userlane, users can be guided through the functionalities’ jungle and our complete user guidance can be covered. That’s a huge benefit and I would love to have that in any software or tool.”*

KAY ACKERMANN  
CO-FOUNDER & HEAD OF BUSINESS DEVELOPMENT, HRLAB

*“Userlane’s unwavering support and commitment ensure we realize the full value of our software investments. Our employees feel confident navigating Microsoft Dynamics 365, especially when completing time-critical processes.”*

MARKUS SCHACHERL  
PROJECT LEADER OF DIGITALIZATION, BAYERNLB

*“Userlane made it possible to give users a comprehensive insight into our software solution.”*

MARIA KUHN  
PRODUCT OWNER, SABIO

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## ABOUT USERPILOT



Userpilot helps product and customer success teams increase user adoption through behavior-driven product experiences. Code-free. It is perfect for the first-run experience for new sign-ups - push for meaningful actions and ensure they understand the value of your product and pave the way to that Aha! moment. Increase activation and stimulate feature discovery among users as your product evolves.

**73**

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Groupize is a software platform that assists companies with managing group and corporate business travel and events, both from the spend management and attendee management perspective. Our platform differs from others out there in that we are really user-friendly. So unlike other event management technologies out there that require dedicated resources and lots of experience, Groupize is designed to “democratize events management”. It allows anyone regardless of their level of knowledge to use a technology tool to make their job easier.”

JUSTIN PETICOLAS  
MANAGER OF IMPLEMENTATION AND ONBOARDING,  
GROUPIZE

“We chose Userpilot because it offered the most bang for your buck. With the help of Userpilot's driven actions, we created a seamless experience directly engrained with SciNote, which provides our users the ability to master it quickly and most importantly easily. But what we really love is the attention and support we receive from them. Their team strives to help us succeed in educating our users and are always there for us if we hit any snags on the road.”

MATJAZ MUHIC  
UX DESIGNER, SCINOTE

“The reason we chose Userpilot is because it combined two things that we needed: in-app messages and user analytics. It was great knowing that we don't need to have different tools for these use cases and can instead centralize everything in the same place.”

PEDRO RIBEIRO  
ACCOUNT EXECUTIVE, CALLBELL

“The software is very carefully designed and the UX is easy to use. Installation was also quite simple. User onboarding is extremely important to us as it affects our conversion rates directly.”

JOSHUA WALDMAN  
CHIEF EXECUTIVE OFFICER, BILLY INC.

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**2026  
USER  
ONBOARDING  
SOFTWARE**

**RISING STAR**





## ABOUT ARROWS



Arrows is a customer onboarding checklist. Send every customer a personalized onboarding plan, with automated email reminders, due dates, assigned tasks, and a lot more. Guide your customer accounts to success. Arrows is a shared home for your customers' tasks and goals. Plus, there's an internal overview so you can see exactly what each account has done, needs to do, and where they're going next.

71

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Arrows is an absolute game-changer for any high-touch onboarding. Our business requires a very heavy lift to get initial clients up and running, with a lot of back and forth. Arrows is able to minimize our manual efforts while guiding clients seamlessly through our process (even the non-tech savvy clients).”

KAYLA DE JOURDAN  
SENIOR MANAGER OF OPERATIONS, APP8

“Arrows has had a material impact on our team. We're seeing higher deal values, faster sales cycles, and our AEs are getting hours back per week. From a revenue perspective, things are looking good.”

KALVIN RICHAN  
REVENUE OPERATIONS MANAGER, FORECASTER'S

“With Arrows, we rebuilt our customer onboarding processes and immediately reduced average onboarding time by more than half, while also increasing our annual retention by 23%.”

ELLIOTT GARMS  
CHIEF EXECUTIVE OFFICER, HUMANPREDICTIONS

“Arrows is providing me with calming clarity on the previously-messy-VIP-onboarding process stored in my head.”

MATT WENSING  
CHIEF EXECUTIVE OFFICER, SUMMIT

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KITCHENSYNC



knapsack



## ABOUT HELPPIER



Helppier is the easiest way to create user guides and in-app messages for the web. Improve the way you communicate and assist online users today. Without any coding. Helppier is a complete UX solution that promotes self-service while reducing costs with user training and support.

9

TOTAL CUSTOMER REFERENCES

[VIEW ALL REFERENCES](#)

## FEATURED TESTIMONIALS

“Helppier helped solve one of the biggest problems we had in our applications. Allowing users to get the information they needed, without having to contact our support lines. We were able to cut about 60 hours of support calls monthly.”

NUNO GUEDES  
VICE PRESIDENT OF SALES, CELFINET

“Helppier team was selected to collaborate with Telia to provide a more intuitive customer online journey. The team is dedicated and excellent to work with.”

KRISTI SAAREMENTS  
INNOVATION, TELIA

“I started using Helppier and building a guided tour was super easy! It even lets you create a tour from a Chrome Extension.”

JORGE EDEL  
CHIEF EXECUTIVE OFFICER, VEEME MEDIA

“Helppier solution helps with the training of our new applications, saving us a lot of time on documentation development.”

VASCO MARQUES  
HR IT DEVELOPER, ECOLINT

## TRUSTED BY





## ABOUT STONLY



Stonly is for customer support, success & product teams to create interactive step-by-step guides for self-serve help, troubleshooting and adoption. Stonly is also perfect for internal knowledge bases. When you need to explain how your product works to customers, share knowledge with your team, describe workflows for your projects, onboard new employees, and more, Stonly gets you there.

**56**

TOTAL CUSTOMER REFERENCES

**VIEW ALL  
REFERENCES**

## FEATURED TESTIMONIALS

“Our new Stonly-powered help center provides interactive guides that simplify complex topics, empowering our customers to quickly find the information they need on their own. This streamlined approach enhances the overall customer journey while enabling our support team to focus on delivering personalized help where it is needed most.”

MAURIZIO TESSAROTTO  
HEAD OF OPERATIONS, GENERALI VITALITY

“Stonly has made our knowledge easier to manage and much more effective, helping customers find the right answers faster and improving their self-serve experience.”

MAHSA KOWSARI  
DIRECTOR OF CUSTOMER ENGAGEMENT STRATEGY,  
CARTA

“Stonly’s interactive guides break down complex topics into clear, step-by-step instructions, making it easier for customers to find the answers they need.”

DAMIAN DUDEK  
PRODUCT MANAGER, GENERALI VITALITY

“Stonly’s decision tree functionality makes it much easier to create clear and easy-to-follow help content for our support team.”

DANIEL VISCHJAGER  
CUSTOMER SUPPORT AGENT, FASTNED

## TRUSTED BY





ABOUT UPSCOPE

# UPSCOPE

Upscope is the simplest screen sharing solution for support staff of web products. With integrations with all major live chat providers, Upscope allows you to quickly see your users' screen and help them navigate your app.

**38**

TOTAL CUSTOMER REFERENCES

**VIEW ALL REFERENCES**

## FEATURED TESTIMONIALS

“Upscope has dramatically improved our client training calls. We work exclusively with lawyers and need to train them on how to use the websites we develop for them. Our clients are busy, their time is very valuable and they frequently struggle with technology. Before upscope our support staff had to walk clients through downloading and installing screen sharing software. “It was frustrating, took a lot of time and didn't always work. Now,...”

BRENDAN CHARD  
OWNER, THE MODERN FIRM

“Upscope has been a revelation for our customer service team. Trying to understand the problem a customer is having via just a phone call can be a nightmare. Being able to see the customers screen via a simple code means that we are able to resolve questions within seconds. The support that we have received from the Upscope team has been amazing - bugs are dealt with quickly and they listen to the issues and deal with them. We have...”

CHRIS PURSEY  
CO-FOUNDER, PAYITMONTHLY

“Upscope has been a great improvement for our support team. We offer a saas platform for health care centers, so being able to see what they are seeing has diminished greatly our support solution time. It also gives to our client a sense that our company is technologically advanced which is another plus.”

PABLO SAINTARD TOGNARELLI  
GENERAL DIRECTOR, RESERVO

“We love UpScope, it's a far better than the product that it's replacing in every single way. I love the Team member management a lot as well as the rights management features. It works well with our model of support.”

LARGE INSURANCE COMPANY

### TRUSTED BY

