



UserVoice

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Digital Marketing Apprentice at a tech services company with 51-200 employees

it_user245436

VALUABLE FEATURES

Ticket insights The knowledge base

IMPROVEMENTS TO MY ORGANIZATION

It has helped us to improve our response time to users, thus giving them a better experience from support.

ROOM FOR IMPROVEMENT

The idea forum is lacking in features, it doesn't allow you to attached files when commenting on an idea.

USE OF SOLUTION

I've used it for one year.

DEPLOYMENT ISSUES

No issues encountered.

STABILITY ISSUES

No issues encountered.

SCALABILITY ISSUES

No issues encountered.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Customer Service: 7/10. Technical Support: 6/10.



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PREVIOUS SOLUTIONS

No previous solution was used.

INITIAL SETUP

The initial setup was complex when I first used the software. I had a look at knowledge base articles to help me use it.

IMPLEMENTATION TEAM

We did it in-house whose expertise is 8/10.

PRICING, SETUP COST AND LICENSING

The enhanced service is \$45 per month.

OTHER SOLUTIONS CONSIDERED

No, we didn't, as it was recommended.

OTHER ADVICE

Have a look at the UserVoice knowledge base articles, as they helped me when starting up. Create a weekly report for ticket insights to identify increases and decreases of active users. You can then export ticket insights via the dashboard.

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