FAQ

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What is the object and purpose of this app?

The purpose of the app is for Customer Account Management. It is designed to track customer health metrics, onboarding progress, and support tickets to improve customer success management.

What types of feedback can the app track?

The app supports tracking Customer Success Account Name, Health Score, Last Interaction, Onboarding Status, Support Tickets, and Account Manager. You can also add custom fields for other related fields that you wish to track.

How do I install the app?

You can install the app from the Atlassian Marketplace. Navigate to the Apps section in Jira. Search for the app name Customer Success Dashboard. Click Install and follow the prompts.

How do I get support for the app?

Support is available via our support page at https://appvibe.com/support.