

# Key Features

The Appvibe Customer Success Dashboard is a Jira-connected application specifically designed to enhance the oversight of customer health metrics, manage onboarding progress, and track support tickets effectively. The app serves as a powerful tool for project managers and developers alike, providing the necessary insights and controls to improve overall customer success management. By integrating directly with Jira, it streamlines the process of tracking customer-related activities, allowing teams to act promptly and decisively on incoming data.

The importance of customer feedback cannot be overstated when it comes to maintaining strong customer accounts. By utilizing the Appvibe Customer Success Dashboard, organizations can gather, organize, and act upon feedback efficiently, thus ensuring that customer needs and expectations are met consistently. This approach not only fosters better relationships with customers but also helps in proactively identifying and mitigating any potential issues before they escalate.

- **Feedback Submission:** Capture feedback seamlessly through Jira issues and dedicated forms.
- **Organized Views:** Use tags, filters, and saved views to sort and prioritize feedback efficiently.
- **Direct Jira Integration:** Link customer feedback to Jira issues, ensuring actionable follow-ups.
- **Customizable Layout:** Add, remove, or rearrange columns to suit your team's feedback tracking needs.
- **Activity History:** Maintain a clear log of actions and updates made to each feedback record.

By leveraging the Appvibe Customer Success Dashboard's comprehensive features, teams are empowered to take a proactive approach in managing customer relationships. This leads to increased satisfaction, retention, and ultimately, the success of both customers and the business.

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