

Elevating Your Experience: Get to Know IdeaScale's Technical Support Dream Team



Experience:

Some team members have been with us for over 11 years, bringing extensive knowledge and expertise.



Collaboration:

We closely work with all departments to ensure seamless collaboration and a holistic approach.



Client First:

We prioritize customer success and experience above all else.



Customer Success:

We go the extra mile to exceed expectations and foster long-term relationships based on trust.

16 second median first response time



30 minute 57 second median resolution time



Customer Satisfaction Score is 97%



Have written and maintain 330 technical support articles



We work 24/7, 365 days a year across three different countries to provide global coverage

