

BOOSTING COLLABORATION AND STREAMLINING CLIENT FEEDBACK.

Userback gives RCCGD a robust and reliable user feedback platform that any of their clients could use without any training or software installs.

A USERBACK SUCCESS STORY



"Userback makes website feedback really simple for our clients. It offers a lot of flexibility and saves a lot of time managing client feedback. My clients love using it and I'm able to resolve issues and complete projects faster. I highly recommend Userback to companies looking for a reliable online tool for design collaboration and bug reporting. It's a must-have in your design toolkit."



ROMMEL CAIBAL
Owner @ RCCGD

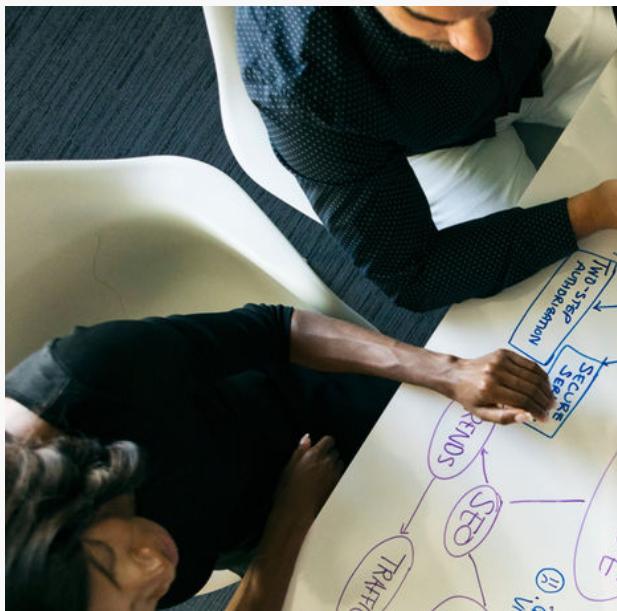
BUSINESS BACKGROUND & CHALLENGE

With over 15 years' experience of designing websites and working with clients, the team at RCC Graphic Designs knows how integral the feedback process is to keeping clients happy and delivering projects on time.

However, with clients ranging from local small businesses to other design agencies, RCCGD needed a feedback tool that was both intuitive and robust.

On one hand, collecting client feedback needed to be easy enough for even the least tech-savvy user. Yet it also needed to be flexible enough to integrate seamlessly within the workflows of other design agencies.

"Clients had no easy way to give feedback on their design projects."



SOLUTION

After reviewing different annotation tools, RCCGD chose Userback as their visual feedback tool of choice.

RCCGD were particularly impressed with how easy it was for clients to use and give high-quality feedback.

There was no real learning curve to speak of and even the least tech-savvy clients picked it up without any need for help.

From there, RCCGD has never looked back. Userback now plays an integral part in the feedback process of client design projects.

They now add Userback to their clients' websites so their visitors can provide visual feedback, report bugs and raise usability issues.

"Before Userback, we tried other online tools and found their UI/UX to be lacking. It really confused our clients and reflected poorly on our business."

ROMMEL CAIBAL • OWNER @ RCCGD

Thanks for reading.

ABOUT USERBACK

Managing user feedback is hard work. That's why 20,000+ software teams choose Userback to untangle and streamline their user feedback loops, from collection to closure:

- Enrich feedback with contextual in-app video and screen capture
- Prioritize the features and fixes that your users really need
- Integrate into existing workflows and project platforms

Set up your free automated user feedback loop in minutes at app.userback.io/signup

