

# How Customer Support Enables Better Events

Why offering -and receiving- solid support is crucial for event planning.

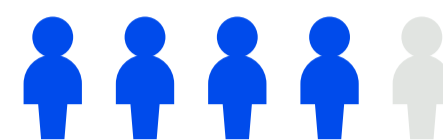


## The Current State of Customer Service

Support teams are a driving factor when choosing a partner to work with.

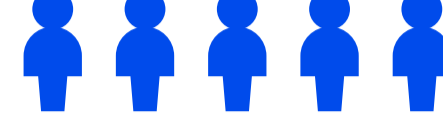
**90%**

say customer service is a deciding factor on whether or not to use a company



**58%**

will change companies because of poor customer service

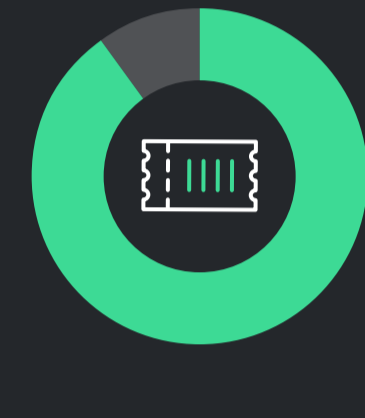


"Strive not to be a success, but rather to be of value."

ALBERT EINSTEIN

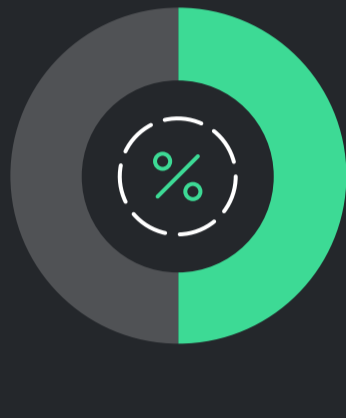


## The Complexity of Events



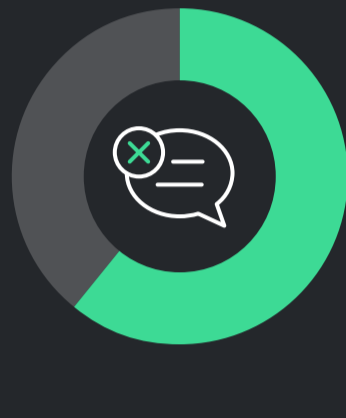
**90%**

of paid events offer multiple ticket types



**50%**

of paid tickets used discounts



**61%**

of event planners struggle with keeping virtual attendees engaged



**94%**

experience issues with their event platform's setup

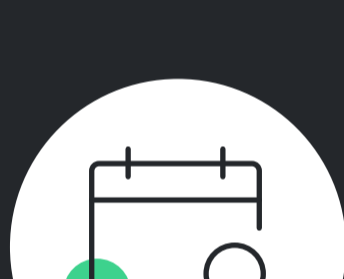


53% of event planners are challenged by the logistics of virtual events and believe virtual events require a different set of skills and resources



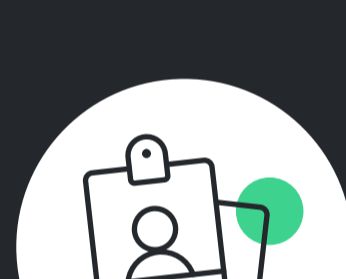
## Are You Supported?

Your event management platform should improve the experience on both ends.



### On-Site Support Helps Planners:

- Understand the tools
- Consider new options
- Fully utilize features
- Work faster



### Attendee Support Helps Guests:

- Get answers faster
- Feel more comfortable
- Solve problems
- Purchase confidently

## What Our Customers Say

Attentive support is just one reason Brushfire stands out from the crowd.



"Brushfire is always very responsive. Very helpful. They're a good partner. If you feel like a lone wolf out there, they will help you."

CRYSTAL ALVAREZ

"The Brushfire support team is incredible. From simple changes to elaborate custom needs, they have been so helpful all along the way."

DANIEL O.

"Brushfire will do as much as you want them to. All you have to do is email Brushfire, and they'll jump in and do whatever you need to help your event succeed."

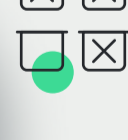
BRONTÉ CABLE

"From the beginning, Brushfire has felt like a part of our team. Responsive, supportive, and always available... Brushfire is the best solution for ticketing and registration."

DEBE DENTON

We become an extension of the team

Customized seating charts



Onboarding and training



Attendee phone support



Account and report setup



## Always Ready to Help

Users give us



for customer service

(4.8/5 stars)

We answered

**4,500**

support calls for clients\*

\*in December alone

In less than

**90 mins**

we checked in and printed badges for over 3,600 attendees

Ready to experience fantastic customer service?

Our team can help you get more out of our end-to-end event planning and management platform.

[Request a Demo](#)

[Learn More](#)