



SOLUTIONS OVERVIEW  
GAMING & APP SUPPORT

## YOUR GAMERS WILL STAY, PLAY & PAY

Open the right door, and your game can take you on a quest - from a small organization to over \$1 billion in revenue, maybe overnight. Suddenly, you'll need a whole squad with its head in the game to service your gamers. Goodbay specializes in player support and can scale with your success.

### GOODBAY GAMING SUPPORT SOLUTIONS



#### Player Support

Email, chat, in-game, or social media: we service your customers in every channel.



#### Content Moderation

We ensure user-generated content thrives by encouraging fair play, managing bad actors, enforcing safety, and building trust.



#### Consulting & Gaming Support Analytics

We determine why tickets are submitted and help you curtail future issues before they arise.



#### Quality Assurance Testing

Our embedded QA/Testing unlocks faster bug fixes and ticket resolutions - and fosters continual improvement.

“We chose Goodbay because we see what they’ve done for all the best players in the mobile gaming space. They gave us the team we just didn’t have the time or expertise to assemble. They offer intelligence and analytics so we can understand what drives our support calls, and they mesh seamlessly with our never-ending quest to constantly improve our player experience, and our games.”

John Drake, Senior Manager, Social Point, Goodbay Client since 2014

Goodbay Supports the Top Game Publishers, including 4 of the world’s top 5 grossing mobile games.





## LEVEL-UP YOUR GAME PLAN FOR INTELLIGENT SUPPORT



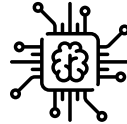
### Gamers Supporting Gamers

Our agents know your games, they play your games, and they love your games.



### Gaming Gurus Manage Your Teams

Our operation leaders are industry masters and know what it takes to retain players.



### PX Intelligence Generates Actionable Insights

Custom player, process & title analytics improve your products and revenues.



### Gamified Training Keeps Agents Up to Speed

Competitive training ensures agents are certified, psyched and ready to support your community.



## DELIVER THE HIGHEST LEVEL OF QUALITY SUPPORT FOR YOUR PLAYERS AT ANY SCALE

### Improve Your:

- CSAT
- First Response Times
- Game Reviews
- Retention

Goodbay will improve your metrics and guarantee a minimum increase of 10% in CSAT

**goodbay**   
TECHNOLOGIES

INTELLIGENT  
CUSTOMER  
SUPPORT

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### ABOUT GOODBAY TECHNOLOGIES

We exist to be the smart partner for disruptive digital companies seeking experts in customer support outsourcing. We believe intelligent companies deserve an equally intelligent approach to customer support. Since 2002, Goodbay Technologies has grown to over 1,300 people based on the formula of treating both our people and our customers well. Let's figure out how we can support your needs together.