

CASE STUDY • CUSTOMER SINCE DECEMBER 2017

Privy uses Appcues to double meetings booked

ABOUT PRIVY

Privy's website conversion, email marketing, and text messaging tools are used by 500000+ small ecommerce brands around the world, and is the #1 sales app in the Shopify App Store.



"Being able to quickly and easily target Appcues content based on CRM data is a game-changer for us. Not only does it unlock a ton of new use cases, but our team can move a whole lot faster."

Jackie Smith, Manager of Customer Onboarding

USE CASES

Booking meetings
User onboarding
Product launch

SUMMARY

Almost every team at Privy uses Appcues in one way or another. But their most unique and effective use case is prompting users to book meetings with their onboarding, customer success, and account managers. Using Appcues to book more meetings has virtually doubled Privy's meeting success rate compared to email and manual outreach, and saves the team 39 hours a month on average.



