Expensify Wins Top Marks for Outstanding Customer Support

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Positive customer reviews across the board earn Expensify "Best Customer Support" award from TrustRadius

SAN FRANCISCO--(BUSINESS WIRE)--Expensify, the world's most popular preaccounting platform, today won the award for "Best Customer Support" from TrustRadius. This award recognizes those who are the strongest in the following attribute scores: Customer Support, Usability, and Feature Sets based on customer reviews in 2020.

"By 2019, we knew we had to scale our support to keep up with growth so in the beginning of 2020, we released our own chat solution to provide truly instant conversations with our customers," says David Barrett, founder and CEO of Expensify. "Quickly, we started to see our investments in our Concierge support system pay off as response times decreased nearly 100%, from 24 hours to just two minutes, without increasing staff headcount."

"Let's face it: not all products are created equal, and neither are all technology buyers," said TrustRadius CEO Vinay Bhagat. "That's why at TrustRadius we're always looking for new ways to help buyers make great decisions. By highlighting products that come with outstanding customer service, we can help more buyers navigate to products that will meet their unique needs."

Get Expensify today and join millions of people worldwide managing their expenses, invoices, bills, and travel in one place.

About Expensify:

Expensify is the world's most popular receipt tracking and expense management app, with more than 10 million users around the globe. Whether you're working for yourself, managing a team, or closing the books for your clients, Expensify helps you ditch the spreadsheet so you have more time to focus on what really matters. Download the Expensify mobile app or sign up at use.expensify.com today – because you weren't born to do expenses.

About TrustRadius:

TrustRadius helps technology buyers make better decisions and helps vendors tell their unique story, improve conversion, engage high-intent buyers, and gain customer insights. Each month over 1 million B2B technology buyers, over 50% from large enterprises, use verified reviews and ratings on TrustRadius.com to make informed purchasing decisions. Headquartered in Austin, TX, TrustRadius was founded by successful entrepreneurs and is backed by Mayfield Fund, LiveOak Venture Partners and Next Coast Ventures.

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