DevRev | **QUALITYKIOSK** TECHNOLOGIES
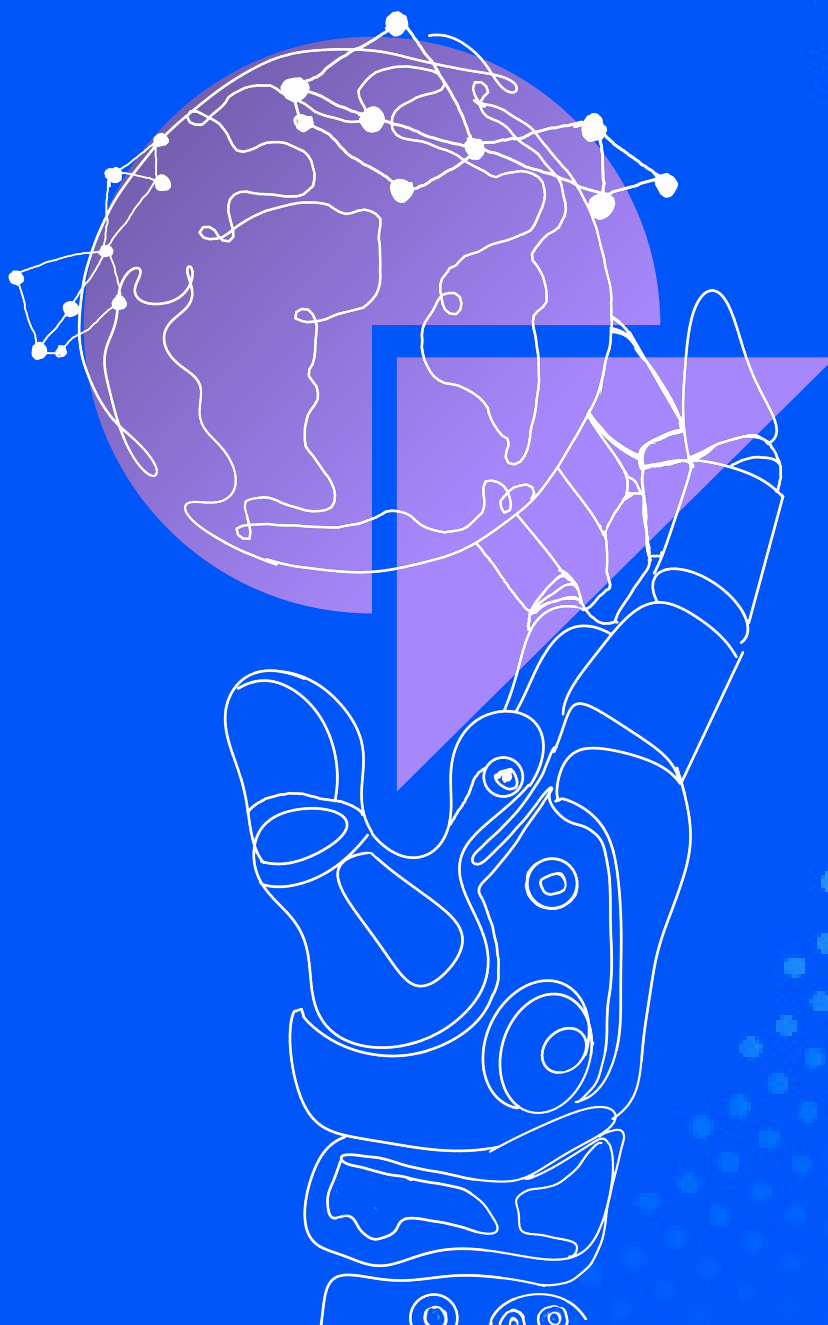
Powering SaaS 2.0 for

PRODUCTIVITY & EXPERIENCE

The next evolution of SaaS is here, driven by the fusion of AI and data to supercharge efficiency and deliver exceptional Customer Experience (CX) at scale. Statista projects the US SaaS market to soar to $452.1 billion by 2029, offering early adopters a chance to gain a competitive edge.

However, challenges like data silos, scalability constraints, escalating costs, and complex infrastructure management are impacting the industry, with Forrester noting that US consumer perceptions of CX quality are already at an all-time low.

In today's fiercely competitive global market, user experience and innovation speed have become critical differentiators. To stay ahead, businesses need comprehensive digital engineering solutions that:

1 Accelerate the deployment of customer-centric innovations

2 Facilitate seamless AI integration and data unification

3 Enhance service reliability

4 Create frictionless user experiences

These quality parameters allow SaaS businesses to gain a first-mover advantage in the new era of SaaS 2.0

SaaS 2.0
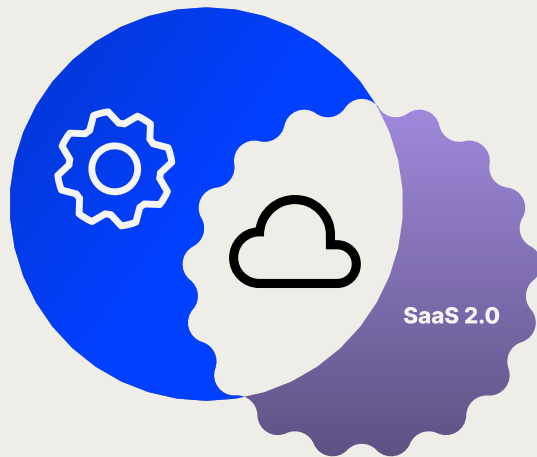
The Intelligent Way to Build, Support, and Operate SaaS

QualityKiosk provides tailored DevRev implementation, consulting, and support. Its team of multi-disciplinary experts, with deep domain specialization in digital quality engineering, help master the following product modules:

- **DevRev Support:** AI-powered automation for tier-2 supports processes that significantly reduce the time spent on debugging and root cause analysis. This lets support teams focus on complex customer issues that require human intervention

- **DevRev Build:** DevRev's AI-powered ticket clustering aids teams in prioritizing customer-centric product enhancements.

- **DevRev Operate:** Map support conversations, issues, and tickets to support development teams with real-time AI-powered insights for improved responsiveness and customer-led product development.

Supercharge Your SaaS 2.0 Journey with QualityKiosk's Proprietary DevRev-Powered Solutions

Our game-changing alliances accelerate your transition to SaaS 2.0. We have combined our AI-first approach with DevRev's AI-native prowess, creating a powerful Center for Engineering & Innovation Excellence that supplements your innovation and business plans with a laser-focused technology stack. It also breaks productivity barriers, enables next-gen CX delivery, and future-proofs your operations for rapid growth.

Here's how we make it happen for you:

Turbocharge Productivity

Developer 360

Harness DevRev-powered dashboards that unify data from end-to-end customer journeys and IT performance, to support your developers and product managers with 360-degree insights into evolving customer expectations and friction points. Leverage our tailored dashboards to effectively plan, manage, and prioritize enhancements, identify tech integration opportunities, optimize processes, and drive feature rollouts.

Quality 360

Get your innovation out of the gate at lightning speed with an agile and adaptable quality engineering framework that complements developer productivity. Drive proactive risk assessment with AI-driven testing and gain quality engineering insights to enhance release velocity, improve performance, and deliver unmatched CX.

Dominate CX with Centralized Command Center

Voice of Customer Analysis

Get ahead of evolving customer expectations with Quality Kiosk's exclusive Voice of Customer Analysis solution. Streamline customer support, drive user-led product growth, and optimize end-to-end efficiencies by simplifying the collection and analysis of customer feedback from diverse platforms, user journeys, and observability data.

Support Intelligence

Equip your customer and IT support teams with actionable insights for resolving user issues in real time with our DevRev-powered knowledge management solutions. Bank on unified enterprise-wide knowledge bases to realize AI-powered ticket routing, auto-assignment, and cross-team collaboration to automate issue resolution, reduce MTTR, enrich support documentation, and boost customer satisfaction.

Quality Intelligence

Continuously enhance your quality engineering frameworks and processes with real-time AI-powered observability insights from customer journeys, IT performance, user reviews, and support requests. Leverage quality intelligence to identify automation opportunities, extend testing coverage, optimize processes, and accelerate time to market.

Our Success Stories

QualityKiosk-DevRev Alliance Propels SaaS Workplace Management Leader from QA to QE

Overview

Our customer, a leading San Francisco-based SaaS leader specializing in workplace strategy, design, and optimization, wanted to evolve its system and processes to consistently enhance product quality, meet fast-changing customer expectations, and boost user satisfaction rates. QualityKiosk was selected as the strategic partner to guide this organization-wide transformation.
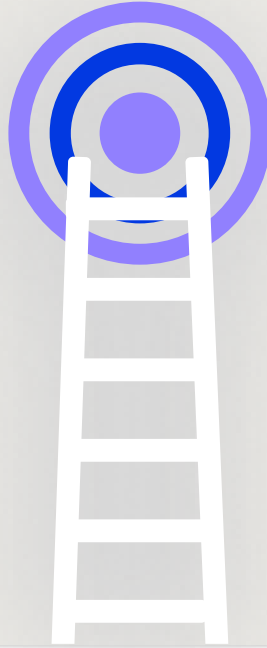
Challenges

To achieve its vision, our client wanted to overhaul its existing quality assurance framework and identified these strategic initiatives:

- Transitioning from reactive monitoring to proactive observability
- Enhancing documentation and support processes
- Expanding test coverage and accuracy
- Ensuring consistent user experiences for accelerated feature launches
- Greater automation penetration to optimize workflow efficiency and improve productivity

QualityKiosk's Solution

Synergizing with DevRev, we created a tailored roadmap that enabled our client to seamlessly transition from quality assurance to quality engineering, which included:

Integrating DevRev PLuG

We integrated DevRev PLuG, an AI-powered chatbot, into the SaaS leader's digital ecosystem, enabling AI-led observability, knowledge graph creation, and user engagement analysis. The chatbot's GenAI prowess enabled support, engineering, sales, and marketing teams to collaborate to provide quick and accurate customer support and accelerate product enhancements.

Optimized Testing Coverage

Leveraging our deep domain expertise in digital quality engineering, we helped our client with AI-powered test data analysis to identify gaps in coverage and opportunities for process optimization.

Centralized Data Insights

Established a single source of truth, integrating data from sales, product, and support engineering to provide a unified view of customer interactions to enable quicker and better-informed decision-making.

Setup Automation Infrastructure

Deployed robust AI-powered testing automation for cross-browser testing and CI/CD, improving automation runtime and efficiency.

Established Guidelines and Best Practices for QE of AI

Our team created comprehensive guidelines for acceptance criteria, coding standards, and automation practices to verify and validate automation results for consistent quality. We also set up an automated and modular CI pipeline to enable efficient and reliable continuous integration and deployment.

Outcomes

With the transformation roadmap in place, our client is expected to realize:

- 40% enhanced testing coverage
- 30% reduced defects
- 60% reduction in test suite runtime
- 50% improved CI automation and pipeline efficiency
- 25% increase in user satisfaction
- 20% shorter testing cycle times

What Sets Us Apart?

20+ years of delivering customer-centric reliability, cloud, AI, and product engineering solutions

Preferred DevRev partner, owning the evaluation of snap-in development submissions on the DevRev marketplace, ensuring its quality and continuous availability

Experience managing large-scale operations and hosted environments for **Fortune 50 companies**

Fortune 100 clients, including global leaders in Software, Banking, and Insurance

Global presence with regional expertise through specialized operations in **25+ countries**

Industry Recognition

Our AI-powered innovations have garnered global recognition from industry-leading analyst firms.

Gartner®

Everest Group®

FORRESTER®

Ready to level up your SaaS 2.0 game?

Visit **https://qualitykiosk.com/qk-devrev_connect/** to register for a complimentary consultation to evaluate your tech readiness and get a custom roadmap for your digital evolution.