The Incompletes

Brought to you by pendo

In the

GRAND LAND OF SOFTWARE

teams worked hard each day, to create great experiences every which way.

Onboarding, cross-sell, adoption, support:
They wanted one tool to drive goals of all sorts!

But when looking for ways to help make software better,
they met strange misfit tools that didn't quite fit together.

First came FoolStory a book with no end.

"I'll tell you **what** happened
... but not **why**, my friends!

"You'll get **basic stats**
on how users move through.
But **insights**? **Action**?
Sorry, no can do!"

Next there came,
WalkMeh a real
one-trick pony.

Who thought better
software meant guides,
and guides only.

"You want to add
user support to the mix?
That's nothing that 20
straight **pop-ups** can't fix."

Soon they met
HeepHype a curious lad,
whose customer insights
were really quite bad.

"I try to help scale what I do,
oh it's true!
But you all keep reporting
frustrations—
Boo hoo."

Then up walked **Spamlitude**, loud and intense,
it showed people graphs but they all made no sense.

"I want to **assist** you, but the truth is, I'm pricey
and without engineering **support**, things get dicey!"

Soon after, everyone looked to the sky

and saw the **Useless Pilot** crash down from on high.

"You see friends, I promise my prospects **the moon**,

but once they start using me, I change **my tune**!"

Last but not least came
Nutfix the squirrely,
whose lack of clear insights
were causing pain surely.

"I'll serve you app-level
analytics galore.
But processes? Workflows?
Too much of a chore!"

Just when people felt at the
end of their rope,
along came another tool
to give them all **hope**.

Pendo had landed
pink, bright, bold, and **wise**.
With a friendly warm
glow and a glint in the eyes.

Looking out at The Incompletes trudging along,
Pendo knew they all meant well, but something
was wrong.

Not one of them had the full customer view.
They had pieces of puzzles, but couldn't
see their task through.

Just then Pendo shouted
to all of the group.
A plan to make all of them
a well-rounded troupe:

"Let's work together –
insights and **action!**
It's time all this software sparked real satisfaction!"

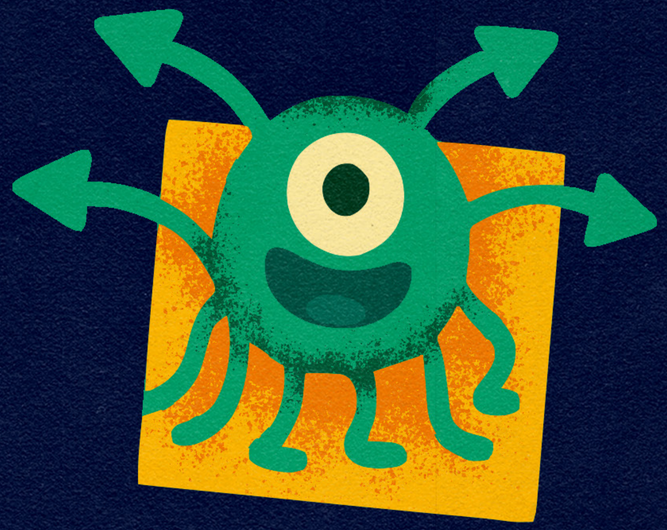
Pendo gave...

WalkMeh

real insights and a less frumpy look.

NutFix

insights, growth day by day.



Spamlitude

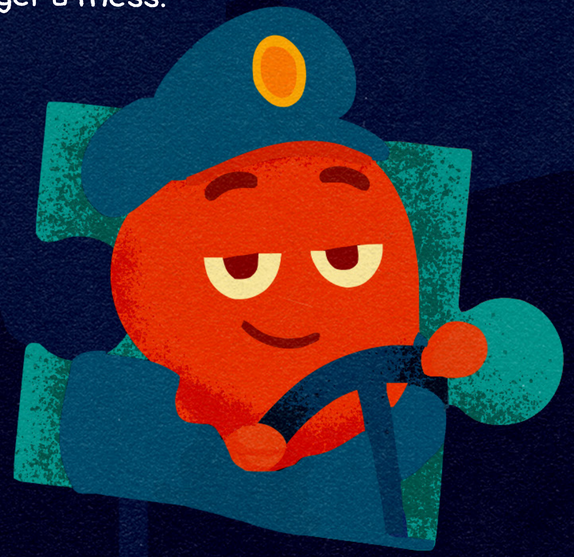
workings, an overhaul, no longer a mess.

FoolStory

an end to his book.

HeepHype

the power to scale and impress.



Useless Pilot

a way to keep crashing problems at bay.

Pendo looked out and said:

"Friends, this is the way! Let's make software **better forever**, hooray!"

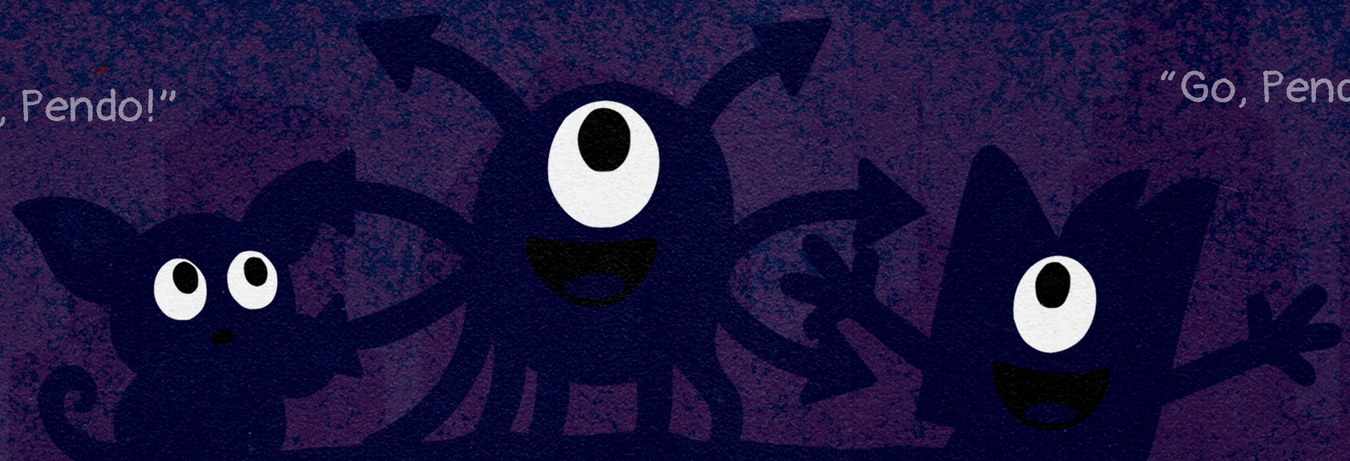
The Incompletes grew up.
They started to **thrive**.
With Pendo's help each
of them felt more alive.

Together they prospered,
one team with **one view**.
Complete now at last
and **delivering**, too!

"Yeeha, Pendo!"

"Thanks, Pendo!"

"Go, Pendo!"



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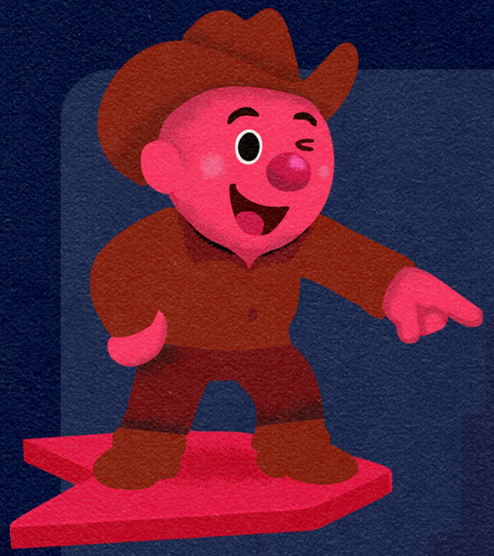
You've built the tools, launched the features, and rolled out the copilots—but is the ROI stacking up? Incomplete solutions will only get you so far on these and other key questions.*

Pendo is the only complete, end-to-end Software Experience Management (SXM) platform built to analyze, assess, and act to improve customer and employee software investments—across web, mobile, SaaS, AI, and agentic applications. No code required. The outcome we deliver? Boosted revenue, reduced costs, and minimized risk. Business users gain control. Engineers enjoy freedom. Everyone wins.



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