BigCommerce x Noibu Partnership FAQ

What is the BigCommerce x Noibu partnership?

The BigCommerce x Noibu partnership is a collaboration between BigCommerce, a leading e-commerce platform, and Noibu, a top provider of error monitoring and management solutions for e-commerce sites. This partnership aims to help online retailers enhance their website performance and user experience through seamless integration and expert support.

What are the main benefits of this partnership?

1. **One-Click Integration**:
   - **What is it?**: The one-click integration allows BigCommerce merchants to easily connect their online store with Noibu's error monitoring platform.
   - **How does it work?**: By simply clicking a button within the BigCommerce dashboard, merchants can enable Noibu's services without needing extensive technical knowledge or assistance.
   - **Why is it beneficial?**: This simplifies the setup process, saves time, and ensures that merchants can quickly start monitoring and resolving website issues.
2. **Free Consulting of Top 10 Issues**:
   - **What is included?**: As part of the partnership, Noibu offers a free consultation to analyze and provide insights into the top 10 issues affecting a merchant's website.
   - **How does it help?**: This consultation helps identify critical errors and areas for improvement, allowing merchants to prioritize their efforts in enhancing site performance and user experience.
   - **Who conducts the consultation?**: Noibu's team of experts conducts the consultation, leveraging their extensive experience and knowledge in e-commerce error monitoring.
3. **Root Cause Analysis**:
   - **What is Root Cause Analysis?**: Root cause analysis involves identifying the underlying reasons for errors or issues on a website, rather than just addressing the symptoms.
   - **How does Noibu perform Root Cause Analysis?**: Noibu's platform uses advanced monitoring tools and techniques to track and analyze errors, providing detailed reports on the root causes.
   - **Why is it important?**: Understanding the root cause of issues allows merchants to implement more effective and lasting solutions, improving overall site stability and performance.

How can I get started with Noibu on my BigCommerce store?

1. **Sign Up**: If you haven't already, sign up for Noibu through the BigCommerce App Marketplace.
2. **One-Click Integration**: Use the one-click integration feature within your BigCommerce dashboard to connect your store with Noibu.
3. **Schedule Free Consultation**: Once integrated, schedule your free consultation with Noibu to analyze the top 10 issues on your site.
4. **Implement Solutions**: Utilize the insights from the consultation and root cause analysis to fix identified issues and improve your website's performance.

Who should I contact for support?

- **BigCommerce Support**: For questions related to the integration process or issues with your BigCommerce store, contact BigCommerce support.
- **Noibu Support**: For inquiries related to error monitoring, consultation services, or root cause analysis, reach out to Noibu support.

Is there a cost associated with Noibu services through this partnership?

- **Initial Consultation**: The initial consultation of the top 10 issues is free as part of the partnership.
- **Ongoing Services**: For continued use of Noibu's error monitoring and root cause analysis services, please refer to Noibu's pricing plans or contact their sales team for detailed information.