

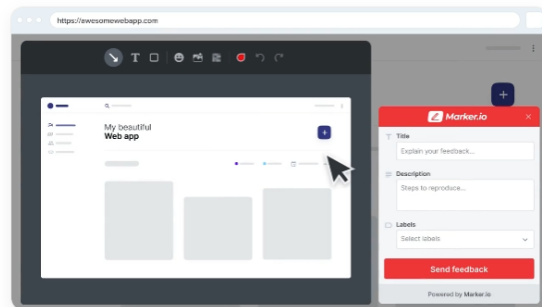
# Product tour: How it works

Learn how Marker.io helps you collect feedback and bug reports that developers understand.

WIDGET

**See a bug?**  
**Click, annotate, send.**

Report issues on your website with our feedback widget.



## Website annotations

Get your point across with visual markups and a high-fidelity screen capture.



## Customizability

Make the widget your own with custom color and branding.



## Easy install

The widget is optimized for responsive websites and all modern browsers.



“Marker.io changed how we report website feedback. No more screenshots laying around my desktop.”

- Megan Carrier, Product designer at Mantra Health

BUG REPORT

# Reproduce bugs effortlessly

Get all technical data your developers need, automatically added inside your favourite tools.

*Preview with your tool*



**Bug / WP-6**

## Change button color to green

Status	Assignee	Area
New	Olivier Kaisin	Project 1

Description  
Green is a nicer color for the button on the homepage and contact page.

ADDED BY MARKER.IO AUTOMATICALLY

**Reported by:** Sarah (sarah@company.com) - [Contact via Marker.io](#)

**Source URL:** <https://company.com/dashboard>

**Metadata:** Plan status: Enterprise

**Console logs:** 3 errors 1 warning

**Network:** [View network logs](#)

**Session replay:** [Watch last 30 seconds](#)

**Environment:**

Browser	Chrome 80.0.3987.116
OS	OS X 10.14.6
Viewport	1200x730
Pixel ratio	@2x
Zoom	100%

**Attachment:**



### Session replay

Rewind and watch what clients did before submitting feedback.



### Console recording

Client-side errors and logs in the console are automatically recorded and added to your issues.



### Network logs

Capture and view network logs on bugs reported via theet. (Coming soon)



### Environment data

Browser, OS, webpage and screen size are automatically added to your issues, without reporters having to do anything.



### Javascript SDK

Take control of the widget via JavaScript SDK and pass custom metadata about your users or technical environment.



“Our developers can now see bugs through the reporters' eyes, with no information getting lost.”

- Monty Kosma, CTO at Darcy Partners

GUESTS

# Collaborate with Clients...

...without giving them access to your platform.

The screenshot displays a collaboration tool interface. At the top, a task titled "Make the button green" is shown with a status of "Open" and a link to "https://clientwebsite.com/app". The main workspace contains a browser view of a web application with a blue button. A red arrow points to the button, and the text "Make it green" is overlaid in red. Below the browser view, there are tabs for "Feedback", "Metadata", "Dev tools", and "Attachments". A description box contains the text: "Last week we decided to change the blue to green. Please change the button color." To the right, a chat history panel shows a conversation between "You" and "Client agency". The chat includes a question about the color change, a confirmation, a design system sketch attachment, and a screenshot of the updated button. The chat ends with a "Resolved" status.

**Make the button green** Open

#ENG-16 - 20th June 2022 <https://clientwebsite.com/app>

My beautiful Web app

Make it green

Feedback Metadata Dev tools 3 1 Attachments 2

Description  
Last week we decided to change the blue to green. Please change the button color.

Clickup [View](#)

Task [View](#)

Status [To Do](#)

Client agency  
client@acme.com

You 20 mins ago  
Are you sure? We don't use green for any buttons.

Client agency 20 mins ago  
We decided last meeting to change the blue for green in our design system.

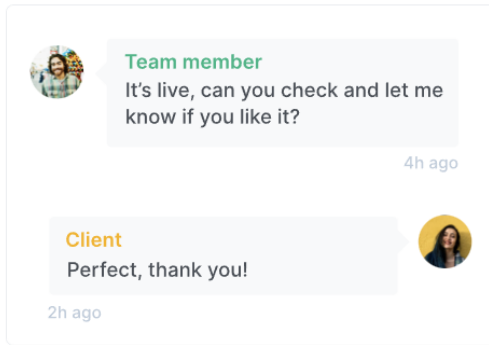
design-system-v32.2.sketch 1.44 MB

You 20 mins ago  
It's done, here's a screenshot.

ScreenShot 2022-06-06 at 15.39.32 1.44 MB

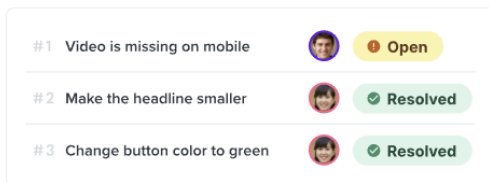
Marker.io bot updated the status to **Resolved** 1 min ago

Write a comment... [Comment](#)



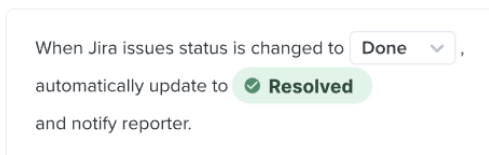
## Client communication

Keep client communication organised and stop sending client emails. All communication will be synced back into your favorite issue tracker.



## Guest portal

Give your clients & external reporters an overview of previously reported issues.



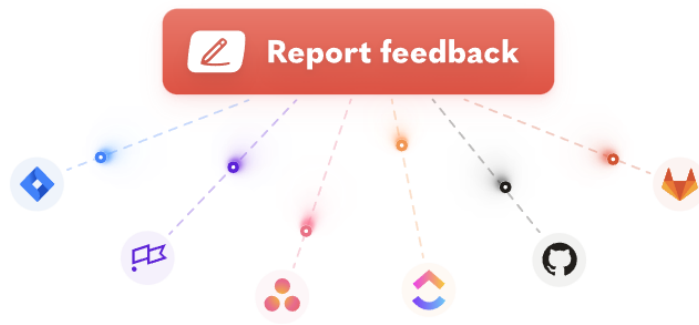
## Automatic status-sync

Notify guests automatically when your developer closes an issue in your project management tool.



“Clients used to send us emails, documents, spreadsheets and even powerpoints for feedback. Now we just use Marker.io.”

- Nathan Monk, Founder at Smile Agency



INSTALL

## Start collecting issues on your website

Our widget works on all browsers and can be installed on local, staging or live websites.



### Snippet code

- ✓ No account needed for reporting
- ✓ Works on all browsers and on mobile
- ✓ Customize via [JavaScript SDK](#)
- ➔ [Find out more](#)



### Browser extension

- ✓ 1-click install. No code required.
- ✓ Report feedback on any website
- ✓ Advanced screen capture tools
- ➔ [Find out more](#)