70k+ users are supported by Identity Troubleshooter.

The tool is a life saver! It clearly highlights the issue with the account, when we are totally confused what exactly is happening at backend. Moreover, it guides us next steps as well as the next team to route the ticket to, which saves a lot of incorrect assignments and helps to speed up the resolution. It is a great aid to us, while working on account-related issues.

Words are not enough on how Identity Troubleshooter is helping the desk on our day-to-day function. It really helps a lot in identifying account issues, might be SSO, license-related. I used to have investigated an issue on the account in around 30 minutes. With Identity Troubleshooter it takes 5 minutes.

Here's how I'd describe the Identity Troubleshooter:
1. User friendly
2. Gives accurate results
3. Saves a lot of time in detecting complex issues on the accounts.