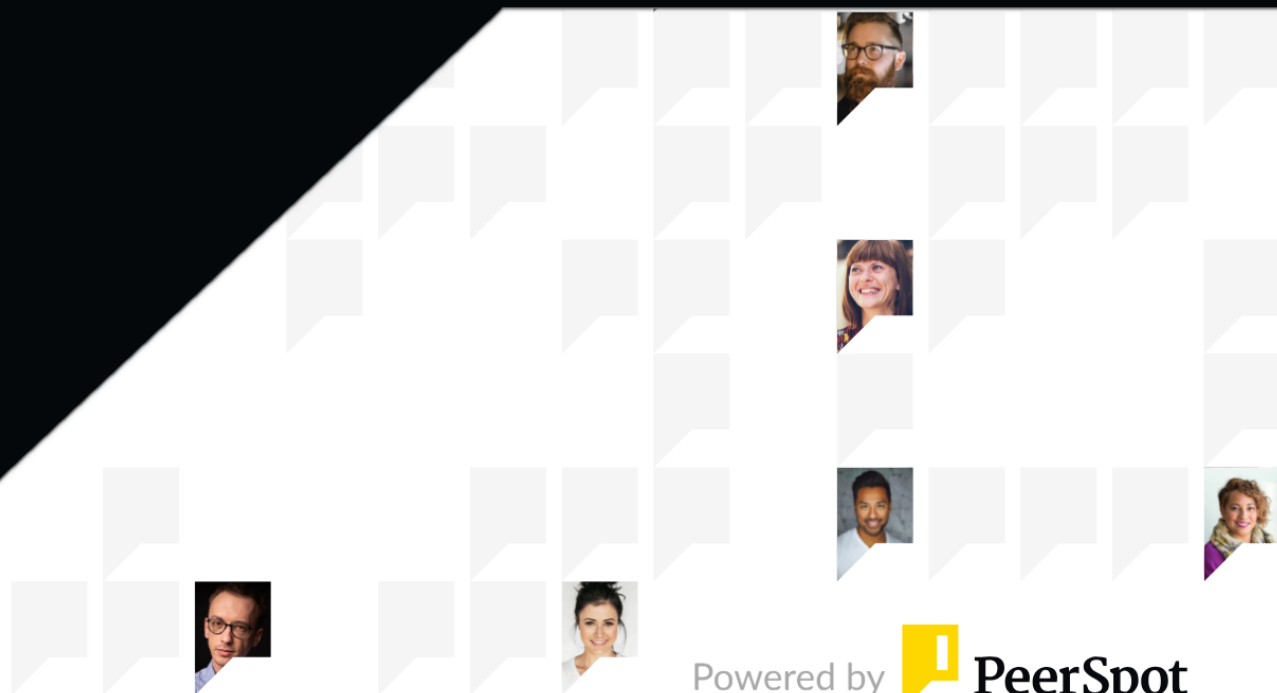


aws marketplace

Instabug

Reviews, tips, and advice from real users



Powered by  PeerSpot

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Product Recap



Instabug

Instabug Recap

Instabug is a tool used for bug tracking and reporting in mobile apps, enabling teams to capture issues directly from users with detailed error logs, screenshots, and steps to reproduce for efficient bug fixing.

Instabug is essential for bug tracking and reporting within mobile applications. Teams can capture issues directly from users, helping developers identify and address bugs swiftly. In addition, Instabug facilitates beta testing and gathering user feedback, streamlining the development process and enabling quick resolution of issues. The tool offers detailed error logs, screenshots, and steps to reproduce issues, making it easier for developers to pinpoint and fix problems.

What are Instabug's key features?

- **Easy integration:** Quickly add Instabug to any mobile app with minimal setup.
- **Comprehensive bug tracking:** Capture detailed error logs, screenshots, and steps to reproduce issues.
- **Efficient crash reporting:** Gain insights into app crashes with complete reports.
- **In-app feedback:** Collect user feedback directly within the app.
- **Session replay:** Replay user sessions to understand the context of issues.
- **Robust analytics:** Analyze data to improve app performance and user experience.
- **Customizable workflows:** Tailor workflows to fit team processes.

What benefits should users look for in the reviews?

- **Improved issue resolution:** Faster identification and fixing of bugs.
- **Enhanced communication:** Streamlined communication between developers and testers.
- **Increased efficiency:** Reduction in time spent on debugging and issue reporting.
- **Better user experience:** Swift addressing of user-reported issues enhances overall satisfaction.

Instabug is implemented in various industries for tasks like mobile app development, beta testing, and user feedback collection. Development teams rely on it for capturing comprehensive bug reports and detailed error logs, facilitating smoother workflows. Companies in tech, finance, retail, and healthcare sectors integrate Instabug to enhance app performance and user satisfaction through efficient bug tracking and feedback systems.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “Instabug provides complete detailed system logs and crash reporting with device information, screenshots, and user feedback in a single workflow, which has significantly improved my visibility into production issues and reduced the time required to identify and resolve them.”
**AnilKumar24**
Software Developer Android at TurnoutNow

- ✓ “Since the gathering of crash reports is seamless while using Instabug, a more refined product is delivered to final users from the beta to deployment stage.”
**Vikas Kejriwal**
Engineering Manager at a comms service provider with 11-50 employees

- ✓ “Instabug has positively impacted our organization by being a good tool to analyze.”
**Verified user**
Staff Ux Engineer at a leisure / travel company with 1,001-5,000 employees



“Instabug is a quite good, feature-rich mobile observability platform that you can really use.”



PradeepYaduvanshy

Engineering Manager at a comms service provider with 11-50 employees



“With the help of Instabug, we can easily obtain actual beta customer feedback, and customers simply need to shake the phone and they will receive a pop-up where they can share their feedback if they experience anything wrong or want to express appreciation or disappointment.”



Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees



“The best features Instabug offers are very useful, helpful, and informative in the logs of what is happening with the mobile application.”



Inna Zhurakivska

Quality Assurance Engineer at Rolique



“Instabug impacted my organization positively by making the debugging much faster and easier, helping us resolve issues very quickly.”



Verified user

Senior Ops Engineer at a consultancy with 51-200 employees

What users had to say about valuable features:

“The best features Instabug offers are very useful, helpful, and informative in the logs of what is happening with the mobile application. When I mention the logs, I find the information detailed enough to quickly diagnose issues. Instabug has positively impacted my organization because it helps identify bugs and enables real users to report bugs easily to us, allowing us to find the core issue, what is happening, and on which device. It is really informative and helpful for the developers and for me as a QA to find out what the issue is and what happened..”

Inna Zhurakivska

Quality Assurance Engineer at Rolique

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“Instabug offers great features, and I think the analytics that we get during the crashing of our app is the best. We won't have the right configurations when the app is misbehaving, but Instabug will get that for you.

“Instabug helped my team when we were working with it by making troubleshooting faster and easier because engineers now know where to look and what happened.

“Instabug impacted my organization positively by making the debugging much faster and easier, helping us resolve issues very quickly..”

Verified user

Senior Ops Engineer at a consultancy with 51-200 employees

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“The best feature I personally use in Instabug is the logs and crash listing details for individual sections and the analytics that I use during testing, internal development, and production development under pressure. These are the individual tool cases I personally use in Instabug for different types of development and production.

I personally consider the logs and Crashlytics features provided by Instabug as the most helpful when working with development parts internally and externally when I'm attached with teams that work globally and remotely. The remotely available logs and Crashlytics work well when sharing data for particular development before things are put into production.

The main things I track with Instabug are the internal and external logs in bound operation. It would be great if Instabug works with AI tools and modules. That would be a great addition from Instabug..”

AnilKumar24

Software Developer Android at TurnoutNow

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“The shake to report a crash feature is excellent, and the performance monitoring is also strong.

“Since the gathering of crash reports is seamless while using Instabug, a more refined product is delivered to final users from the beta to deployment stage. The crash-free user percentage has drastically improved since I started using Instabug.

“At my previous company, the crash-free user percentage was above 99.5% crash-free users for over a million monthly active users.

“The QA team efficiency has greatly improved, so fewer QA cycles were needed, which saved a considerable amount of time..”

Vikas Kejriwal

Engineering Manager at a comms service provider with 11-50 employees

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“Instabug has positively impacted our organization by being a good tool to analyze. Most of the things we were doing before were done using New Relic. New Relic does provide a lot of things, but Instabug gives you curated dashboards, good customer service, and essentially whatever we require for an app release management process, we get from Instabug most of the time. It also provides good features such as allowing you to create Jira tickets directly from the Instabug dashboard, which is valuable.

Instabug offers an MCP, a really good dashboard for looking into your app's performance, and another dashboard for release management where you can check what is happening with your current release. Another thing Instabug provides is alerting, which allows us to create PagerDuty and Slack messages so that whenever a metric drops or SLA breaches, we get the alerts at the right places..”

Verified user

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Staff Ux Engineer at a leisure / travel company with 1,001-5,000 employees

“The best feature I rely on is in-app bug reporting and screenshot annotations, which is the main thing my team loves most.

“Instabug helps my team in bug reporting by identifying where crashes are happening, what kind of crash it is, and how we can resolve it, all along with a screenshot at the time of the crash. These are the features my team loves most.

“Instabug helps us maintain crash-free users and quickly improve our crash percentage because we fix bugs quickly and can maintain a higher crash-free user percentage of 99 percent plus.

“In Firebase, it is showing 99 plus, which means the crash percentage is quite low. This means if there are a thousand users, only two, three, five, or ten users are getting the crash out of 1000, so it is around 99 percent. That is how we measure that..”

PradeepYaduvanshy

Engineering Manager at a comms service provider with 11-50 employees

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Other Solutions Considered

“Before Instabug, we were using New Relic, and we compared it with Crashlytics and some other tools that are available in the market, and I think Instabug performed really well..”

Verified user

Staff Ux Engineer at a leisure / travel company with 1,001-5,000 employees

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“I did use different solutions before Instabug. I previously used Firebase Crashlytics and Liber CS. They provide similar kinds of things that Instabug offers, but one thing I want to emphasize is that Instabug provides the full panel control with detailed logs and input when things are in production pressure. That was one of the good things I got from Instabug..”

AnilKumar24

Software Developer Android at TurnoutNow

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“When evaluating other options before choosing Instabug, I considered Firebase Crashlytics and Liber CS for free or these types of small things as great options. For production and other needs, Instabug or its alternatives can perform well based on my experience..”

AnilKumar24

Software Developer Android at TurnoutNow

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“I read that Instabug provides integration with third parties such as Jira and gives the opportunity to deploy into CI/CD as well, but in my use case, this is not applicable for now..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

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“At my previous company, I used Crashlytics earlier, then in addition to Crashlytics, I also deployed Instabug, particularly for the beta testing phase. That deployment improved a lot of features for us.

“Earlier I was using Crashlytics, then I switched to Instabug specifically for the beta phase..”

Vikas Kejriwal

Engineering Manager at a comms service provider with 11-50 employees

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ROI

Real user quotes about their ROI:

“For every software, including Instabug, there is a need for version upgrades, and for that purpose, we definitely need to track the latest version of Instabug..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

[Read full review](#) 

“I have seen a return on investment while using Instabug; it is really helpful and we can report so fast. However, we stopped using it because of the company's issues with the cost..”

Inna Zhurakivska

Quality Assurance Engineer at Rolique

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“Instabug does save time because it offers user stories about how users used the app, which allows you to check and address bugs. A bug that might take a developer two to three hours to recreate can be solved much faster with Instabug, as it provides recreation steps..”

Verified user

[Read full review](#) 

Staff Ux Engineer at a leisure / travel company with 1,001-5,000 employees

“I already shared my experience when working on the Beacon testing application. In that condition, I saved a lot of time for the QA testers and my internal testing teams who were working manually. After using Instabug, they automated their decisions and internal thinking to work and coordinate with Instabug to get things more accurate and make decisions before putting things into production pressure..”

AnilKumar24

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Software Developer Android at TurnoutNow

Use Case

“My main use case for Instabug is testing and reporting while testing mobile applications. I have tested or started doing tests with Instabug, and while testing, I noticed errors, crashes, or other defects. I shake my phone and report via Instabug to see the logs, what is happening, the steps that were reproduced, videos, and screenshots..”

Inna Zhurakivska

Quality Assurance Engineer at Rolique

[Read full review](#) 

“I use Instabug for mobile app quality monitoring, crash reporting, and bug reporting as my main use case.

“Instabug supports quality monitoring, and when I publish an application over the Play Store, crash reporting and bug reporting become quite easy for live bugs and on beta builds. This helps my developers maintain the code and quality..”

PradeepYaduvanshy

Engineering Manager at a comms service provider with 11-50 employees

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“My main use case for Instabug is as an APM tool.

I use Instabug for several purposes. One is for release management. Whenever we release, we check Instabug for crash rate and any increases or decreases. The Apdex score is really required for us; it is basically a metric for us. Another thing we use Instabug for is to look at crashes that are coming and to create tickets from there, and to create alerts based on different screens and different teams. These are the three major use cases..”

Verified user

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Staff Ux Engineer at a leisure / travel company with 1,001-5,000 employees

“I primarily use Instabug to monitor the performance of my app, to report any crashes, and to get feedback from our beta users.

“For some new modules we are trying to develop in our application, I initially get them tested by a set of beta users. I directly use Instabug to generate feedback and beta user crashes. Users can submit their feedback and crashes by simply shaking their phone, and through that method, the collection of this particular feedback and crashes is quite easy.

“That is the primary use case for Instabug..”

Vikas Kejriwal

[Read full review](#) 

Engineering Manager at a comms service provider with 11-50 employees

“My main use case for Instabug was to get customer information and replies from our own customers' issues through the Instabug feature where users can shake to raise a complaint.

“In my last organization, I used Instabug to review bug reports, get detailed app logs, and crash reports from the end user's phone app to New Relic and Jira, even though I never engineered anything; the engineers were the ones developing it. We had a very elaborate crash report of what happened and how the device was behaving just before the crash.

“Another great use case for Instabug is when you want to get customers to raise a bug report without going to customer support; they can easily raise a complaint right there. The best thing is that the engineers will have the crash report..”

Verified user

Senior Ops Engineer at a consultancy with 51-200 employees

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“My main use case for Instabug is for an Android production application. I initially adopted it for crash and bug reporting, but I found it more useful during production troubleshooting. It provided valuable context such as logs, device information, screenshots, and user feedback, which helped me investigate issues faster. I appreciated how it consolidates bug reporting and analysis into a single workflow instead of relying on multiple tools. The integration was straightforward and it works well in real production environments. My overall experience was positive, as it helps improve visibility into production issues and reduces the time required to identify and resolve them.

Recently in my production application, I faced a complex situation where I had to track individual events in a high concurrency area with more than 10,000 users who onboarded to that event. This was a challenge for me to track each user individually from their entrance until their exit and gather information about them. In that case, I used Instabug to examine their logs individually within the panel. This helped me track user experience and user flow in production when under production pressure.

I can share my recent project on the Beacon testing application where I tracked individuals in a high concurrency area. Instabug definitely helped prevent distortion of the radius between individual users who onboarded into that event. The metrics I achieved from that product deployed into NSE and NSC show that the users who attended that event were more than 10,000 in that section, working in the production area with Instabug continuously tracking that section in the panel. I tracked everything from Instabug.

I shared my metrics about how Instabug worked in production..”

AnilKumar24

Software Developer Android at TurnoutNow

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Regarding my experience with pricing, setup cost, and licensing, at that time it was efficient, but I don't know about the current cost and licensing pricing of Instabug..”

AnilKumar24

[Read full review](#) 

Software Developer Android at TurnoutNow

“I have seen a return on investment in terms of time saved. Regarding setup cost, I believe it took one engineer to get Instabug up and running, and there was definitely initial cost required. It took around a month to set things up on the Instabug front, but that is not solely because of Instabug; it is also due to our review pipelines, including security and legal reviews..”

Verified user

[Read full review](#) 

Staff Ux Engineer at a leisure / travel company with 1,001-5,000 employees

“The initial deployment of Instabug is too easy. We simply need to plug in and use a dependency from Instabug's GitHub repository.

“It took us one month to fully deploy Instabug in our company. We implemented it on the same day, but we shared the build with our beta customers after one month so that they could share their feedback..”

Amar-Kumar

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Technical Lead at a tech services company with 501-1,000 employees

“The initial setup was really easy. There were some calls that we had to integrate into our code. Instabug was easy to integrate with our app. If we needed special logs for some calls to check the response rate of some end-to-end procedures, we could also integrate them. There were some APIs we could use for end-to-end integration.

The product was deployed on Bitbucket. The beta app was deployed in our local environment. The deployment process was not time-consuming. The production phase took a day. It was just a one-time effort. For the beta app, we had to do it multiple times, but it was easy to deploy..”

Aisha Mazher

[Read full review](#) 

Senior Semi Automation Engineer at Venturedive

Customer Service and Support

“Customer support is really good; they reply within hours through Slack and email. They are very quick in that sense and have weekly progress meetings set up with us, which makes for a really good customer support experience..”

Verified user

Staff Ux Engineer at a leisure / travel company with 1,001-5,000 employees

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Other Advice

“Instabug is a quite good, feature-rich mobile observability platform that you can really use. If someone is looking for an observability platform and they are stuck somewhere in resolving bugs with lots of live crashes in their apps, Instabug will help them better in respect to other apps. I give this product a rating of 9 out of 10..”

PradeepYaduvanshy

Engineering Manager at a comms service provider with 11-50 employees

[Read full review](#) 

“The advice I would give to others looking into using Instabug is to use it because of its really reliable features and tools, which are also really helpful, informative, and fast. Users can report issues really fast, and we receive them really fast and can react on them. I would rate this product a ten out of ten..”

Inna Zhurakivska

Quality Assurance Engineer at Rolique

[Read full review](#) 

“I would advise others looking into using Instabug to evaluate how they want to use it. It is a really good tool, especially if you are looking for something that can help with APM. You should also consider the pricing, which might be higher or lower depending on your use case, but Crashlytics is free for bug hunting, so check your use cases. I gave this product a rating of eight out of ten..”

Verified user

Staff Ux Engineer at a leisure / travel company with 1,001-5,000 employees

[Read full review](#) 

“I rate Instabug 10 out of 10. I use the core features of Instabug, so I am totally happy with them. I will definitely give it 10 out of 10.

“I am not analyzing user behavior with the analytical reports from Instabug. I use those reports for analyzing crashes. If my application crashes, I use the journey that users tracked and the path they took to replicate that crash and fix the issue. My overall review rating for Instabug is 10 out of 10..”

Amar-Kumar

Technical Lead at a tech services company with 501-1,000 employees

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“My personal experience and advice would be that if you want detailed logs and crash lists when working under production pressure, then definitely you can choose Instabug because it provides complete detailed system logs and the internal development inbound or outbound formations when teams collaborate before putting things into production.

You can add questions related to AI framework integration, which I mentioned Instabug should have for future improvements because other domains are already working on that.

I would rate this product an 8 out of 10..”

AnilKumar24

Software Developer Android at TurnoutNow

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“I don't know of any specific improvements or metrics regarding how much faster my team was able to resolve issues.

“I would rate Instabug a seven or eight on a scale of one to ten. I choose seven or eight as my rating because it is a round figure; I don't think it qualifies for a ten, but I could change it to a ten since I don't see any issues with it.

“I think Instabug's accuracy and reliability of output is very reliable, and I trust the output. My overall review rating for Instabug is seven..”

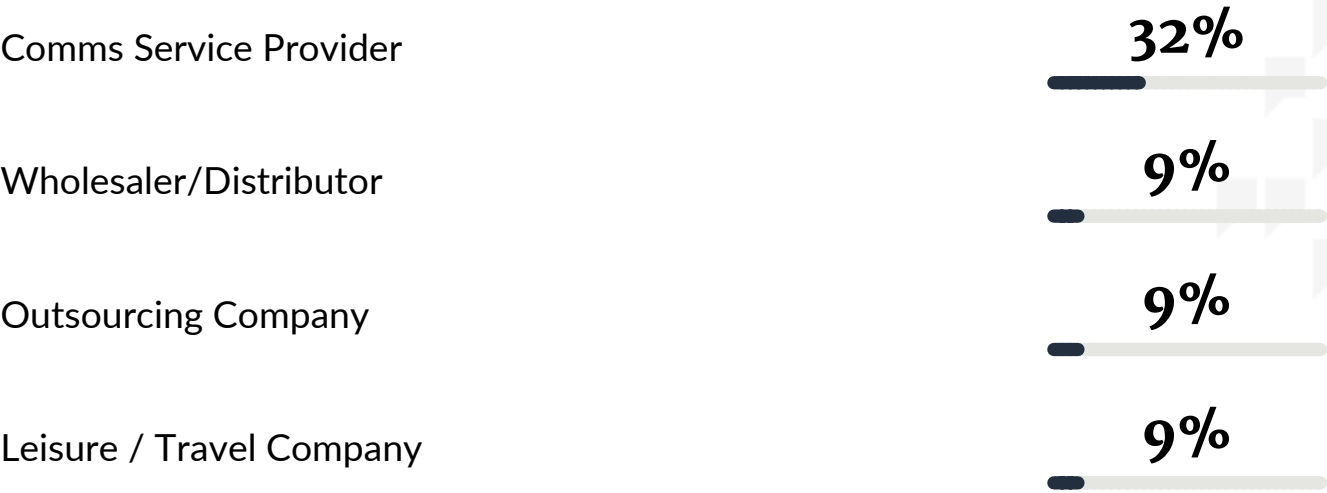
Verified user

Senior Ops Engineer at a consultancy with 51-200 employees

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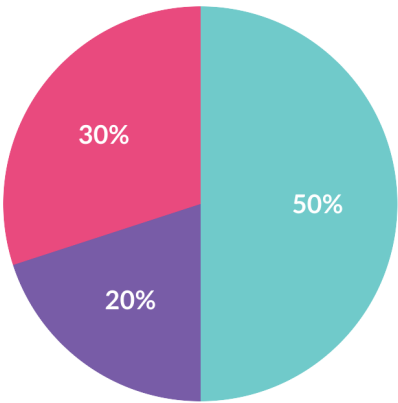
Top Industries

by visitors reading reviews

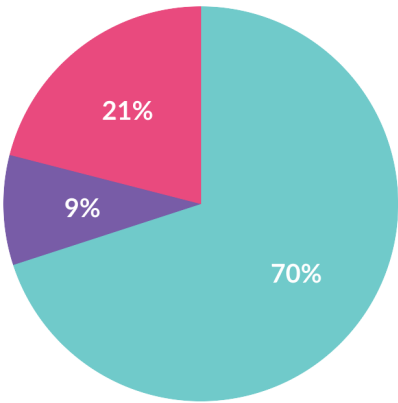


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944