

30 60 90 days plan for customer success

Purpose of this slide is to address the details about company's 30 60 90 days plan for customer success. Major elements covered in the plan are listen and understand, analyze, plan and execute.



First 30 Days

Listen and Understand

- Meet the stakeholders
- Understand the product and existing procedures
- Connect with potential leads
- Add text here

Analyze

- Extract data from repository
- Understand recurring revenue
- Analyze last 100 days churn
- Add text here



First 60 Days

Plan

- Evaluate customer sentiment and segment them
- Develop a customer success strategy
- Define performance KPIs
- Create an expansion plan
- Add text here
- Add text here



First 90 Days

Execute

- Select a platform for customer success
- Budget approval
- Allocate resources
- Communicate goals
- Map out customer journey
- Monitor and refine the process
- Add text here
- Add text here

Ai Tools Last 90 Days Customer Service

Silas Mary



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Strategic Customer Service John Goodman, 2019-02-05 Any organization can win more customers and increase sales if they learn to be more strategic with their customer service When customers complain employees respond The typical service model is riddled with holes What about people and businesses who never speak up but never come back Learn to actively reach out prevent problems and resolve issues in ways that boost loyalty Strategic Customer Service is a data packed roadmap that shows you how This invaluable resource distills decades of research on the impact of great versus mediocre service Complete guidelines and case studies explain how to Gather and analyze customer feedback Empower employees to fix problems Track your impact on revenue Generate sensational word of mouth Tap opportunities to cross sell and up sell Strategic Customer Service draws on over 30 years of research from companies such as 3M GE and Chick Fil A to teach you how to transcend a good business into a profitable word of mouth machine that transforms the bottom line Why settle for passive service Make a business case for ramping up operations and get the tools for making it pay off Transform customer service into a strategic function and reap benefits far exceeding investments

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