

12 WAYS

to Level up your Customer Success Strategy

1



Set up a hotline

Give company updates



7

Create quick access to Actionable Customer Data

2



FREE

Offer free services, content or access to other resources on websites

8

3



Revisit your health score to prioritize customers

Create more payment options

9



4

Stay focused on the customer

Ask less, Listen more

10



Adjust your CX and CS programs

5



Consider adjusting your subscription model

11



6



Take a hiatus on CS metrics

12



Embrace Social Responsibility



CSM PRACTICE
THE CUSTOMER SUCCESS STRATEGY CONSULTING FIRM