

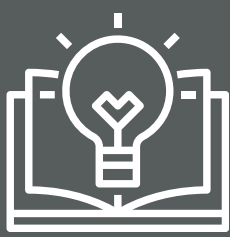


TOP SEVEN CS OPS INITIATIVES



CUSTOMER ONBOARDING

Implementing systems and processes to ensure that new customers become productive users of your product or service.



CUSTOMER EDUCATION

Developing training and support resources so that customers can understand and take full advantage of the product or service.



PRODUCT ADOPTION

Encouraging customers to try new features and functions to deepen their understanding and engagement with the product or service.



CUSTOMER RETENTION & REACTIVATION

Developing strategies to identify customer churn risks and reduce churn, as well as reactivating disengaged customers.



CONTINUOUS IMPROVEMENT

Collecting customer feedback to make data-driven product improvements and measure the impact of these adjustments.



PROACTIVE SUPPORT

Constantly monitoring customer feedback and proactively reaching out to customers to solve problems before they become issues.



RENEWALS & UPSELLING

Developing campaigns, promotions and processes to ensure high renewal rates and identify upsell opportunities.

