

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



Sat Practice Last 90 Days Customer Service

Daniela Niemeyer



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Leadership and the Advanced Practice Nurse Diane Whitehead, Patricia Welch Dittman, Denise McNulty, 2017-01-25
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