Customer Success Data, Everywhere

Agenda

Patrick Pennington
Account Executive, ChurnZero

01 **How ChurnZero Works**

02 **Sharing CS Info**

03 **How to Share CS Data?**

1. **Dashboards & Reports**
2. **ChatBots**

CHURNZERO

How You Will Use ChurnZero

CS Team empowered to:

- Understand how customers use their products
- Assess customer health and the likelihood to renew/expand
- Automate and personalize the customer experience via multiple channels
- Democratize customer insights for company-wide customer centricity & collaboration

Centralized Data for Full Visibility

Easy & Powerful Segmentation

In-App Content for Organic Experiences

Comprehensive Health Scoring

Flexible Playbooks for Scaled Engagement

Renewals & Expansions at Scale

Productivity-Enhancing Reporting

Customer Satisfaction (NPS)

Customer Insights Company-Wide

CHURNZERO

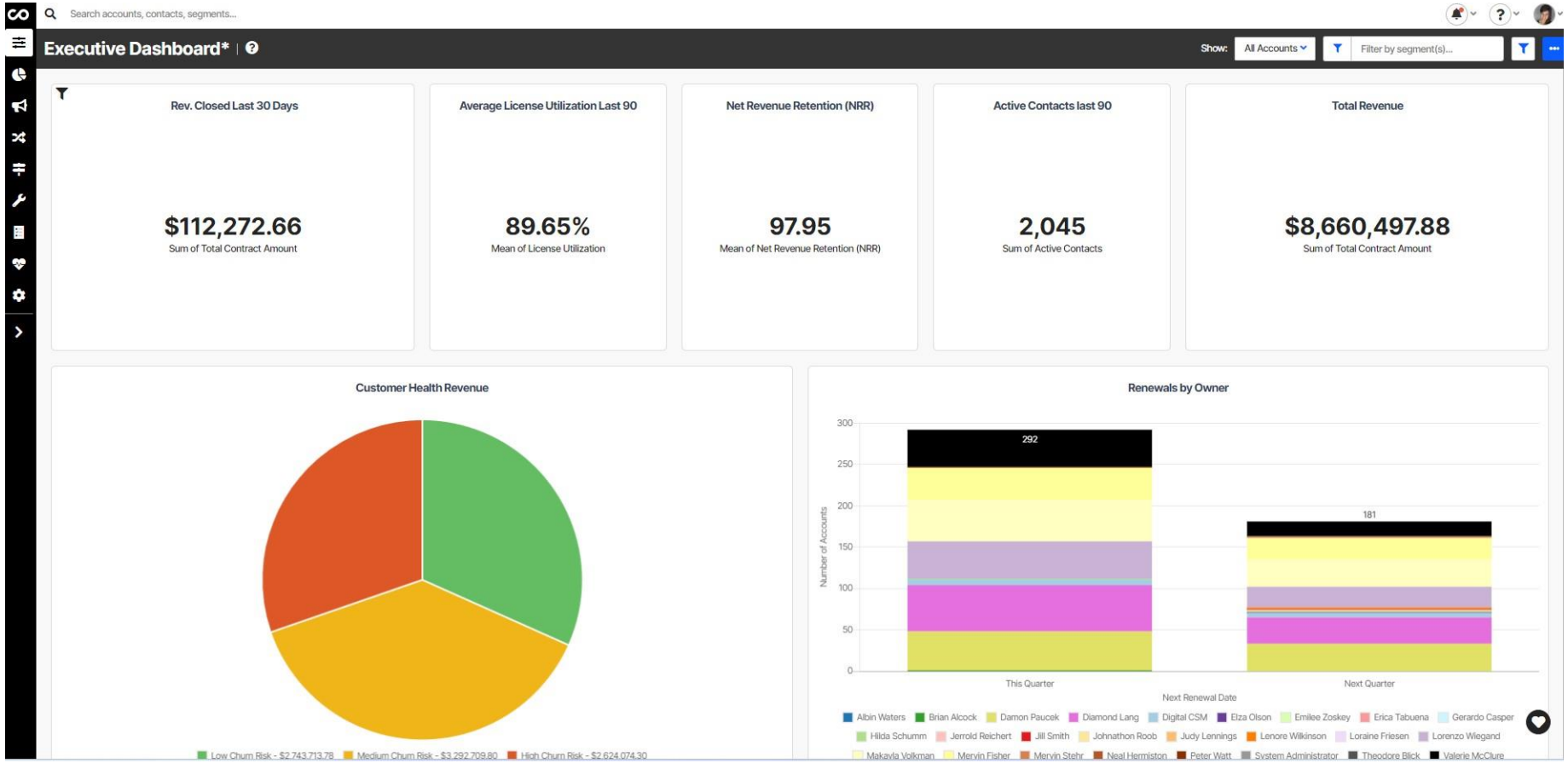
Poll: How Many Hours per Week are Spent on Building out Reports?

0-2

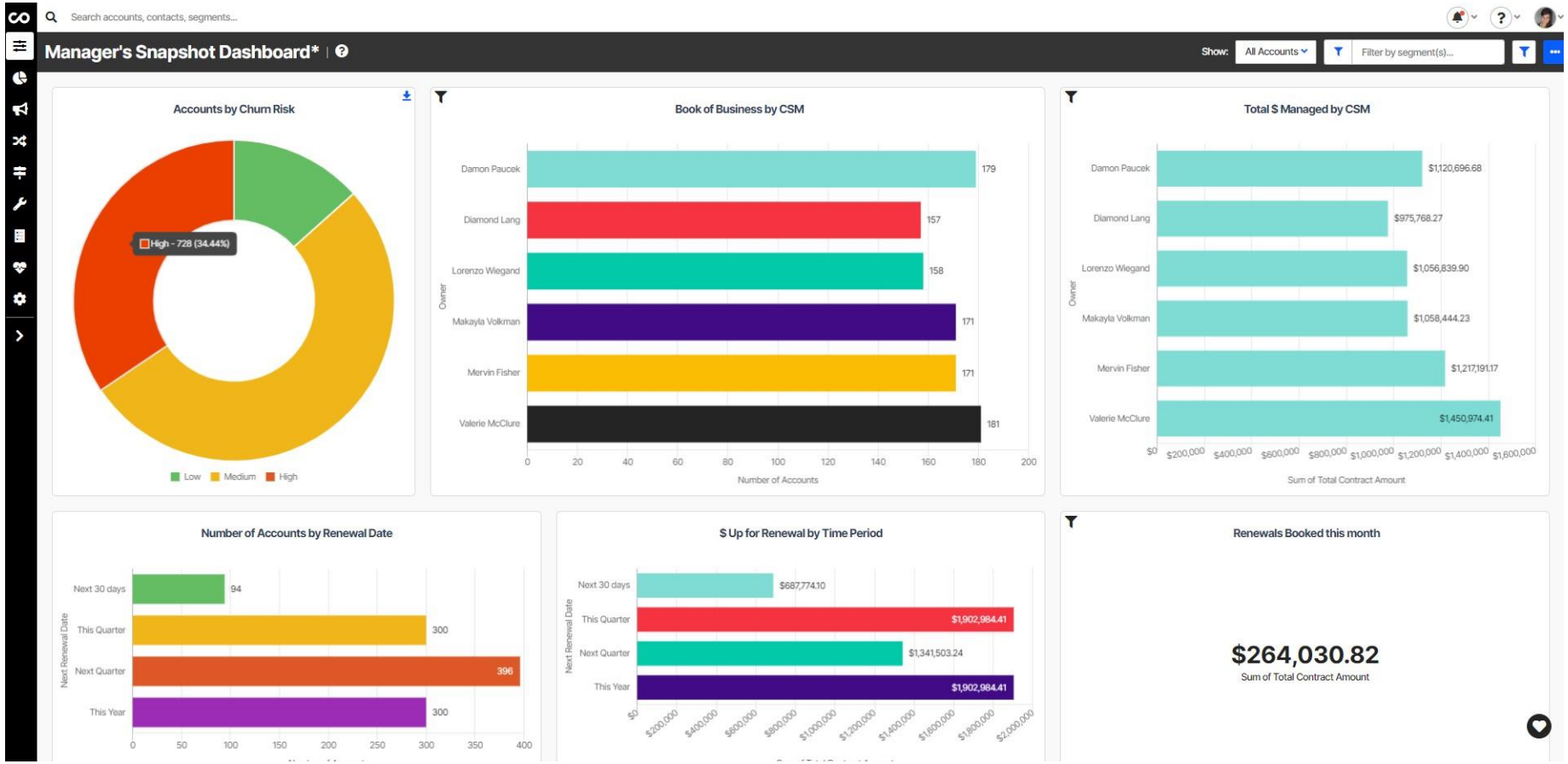
2-4

4 +

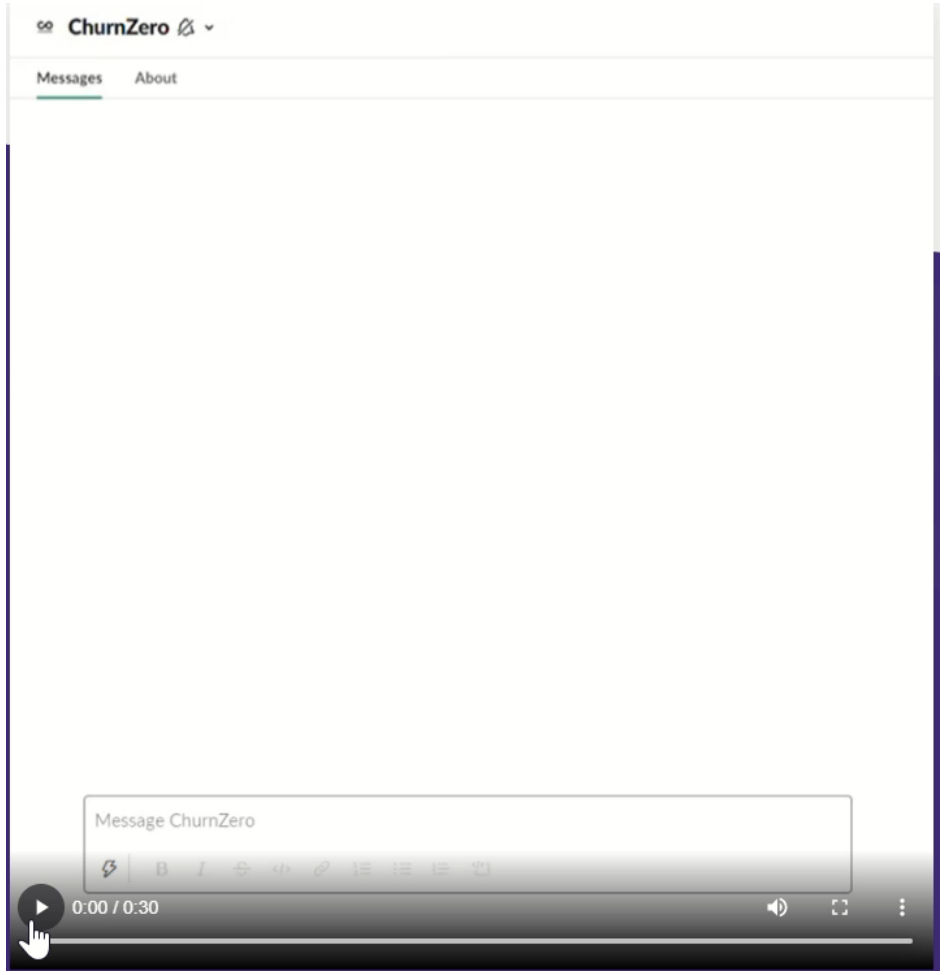
Executive Dashboards



Manager Dashboards



ChatBots (Slack and Teams)



Thank You

Patrick Pennington

Account Executive, ChurnZero
ppennington@churnzero.net

CHURNZERO

churnzero.net

@churnzero

linkedin.com/company/churnzero