

# *How My Department Drives Customer Success*



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**HELLO.**

## PRODUCT & CLIENT SUCCESS

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**1**


Communication

**2**

Collaboration

**3**

Partner Alignment



**Communication is so important in a relationship.**



# COMMUNICATION

## meeting routines:

- daily slack communication
- weekly product updates call
- weekly learning forum
- weekly client high priority meeting
- monthly roadmap review





# COLLABORATIONN

- invite us to partner calls
- partner on innovation sessions
- ask questions
- listen for the root of the problem, not proposed solutions
- participate in product discovery





# PARTNER ALIGNMENT

- product council
- innovation sessions
- facetime with partners





# QUESTIONS?

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