How My Department Drives Customer Success

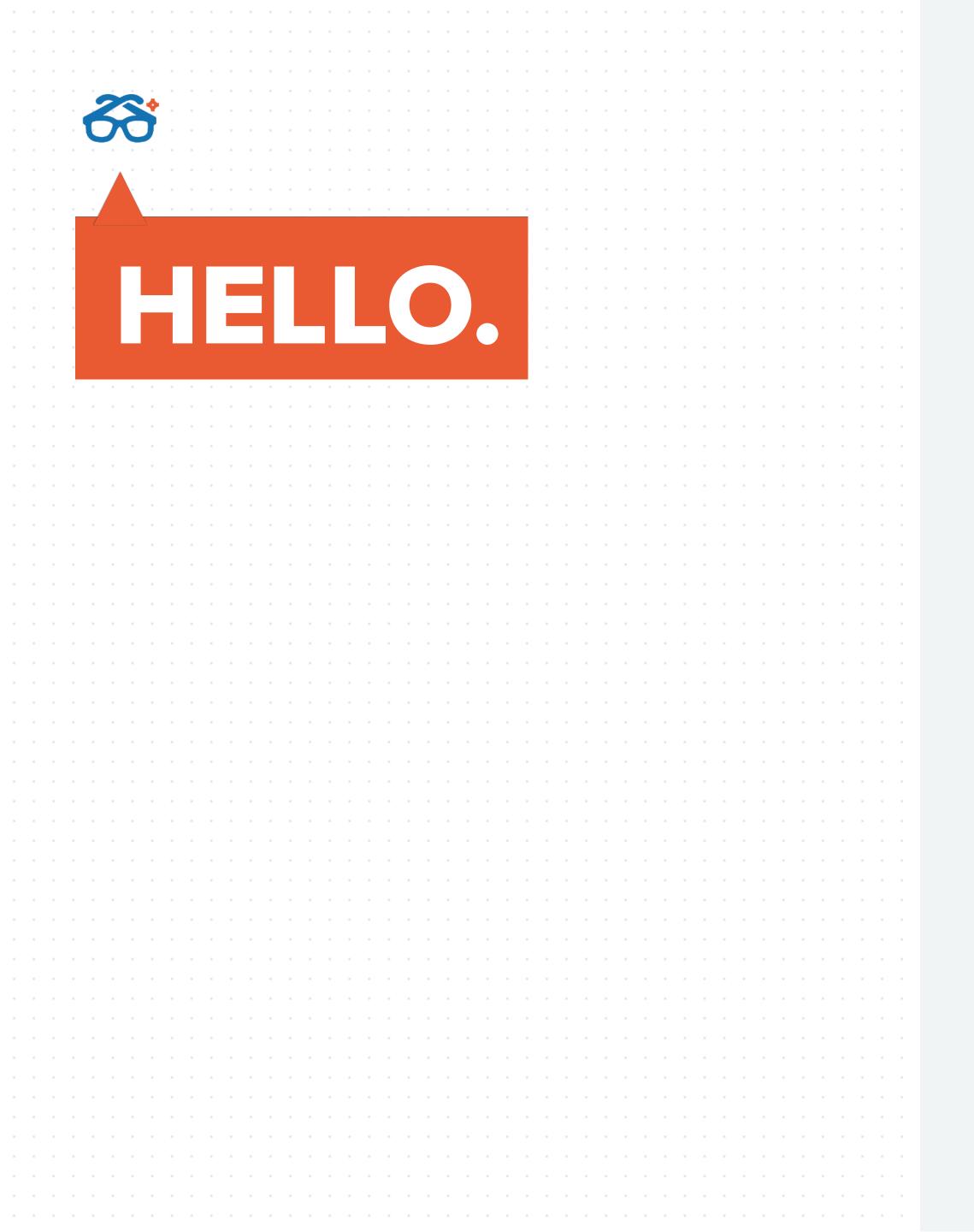


Kat Kennedy Chief Product Officer Degreed



platinum sponsor

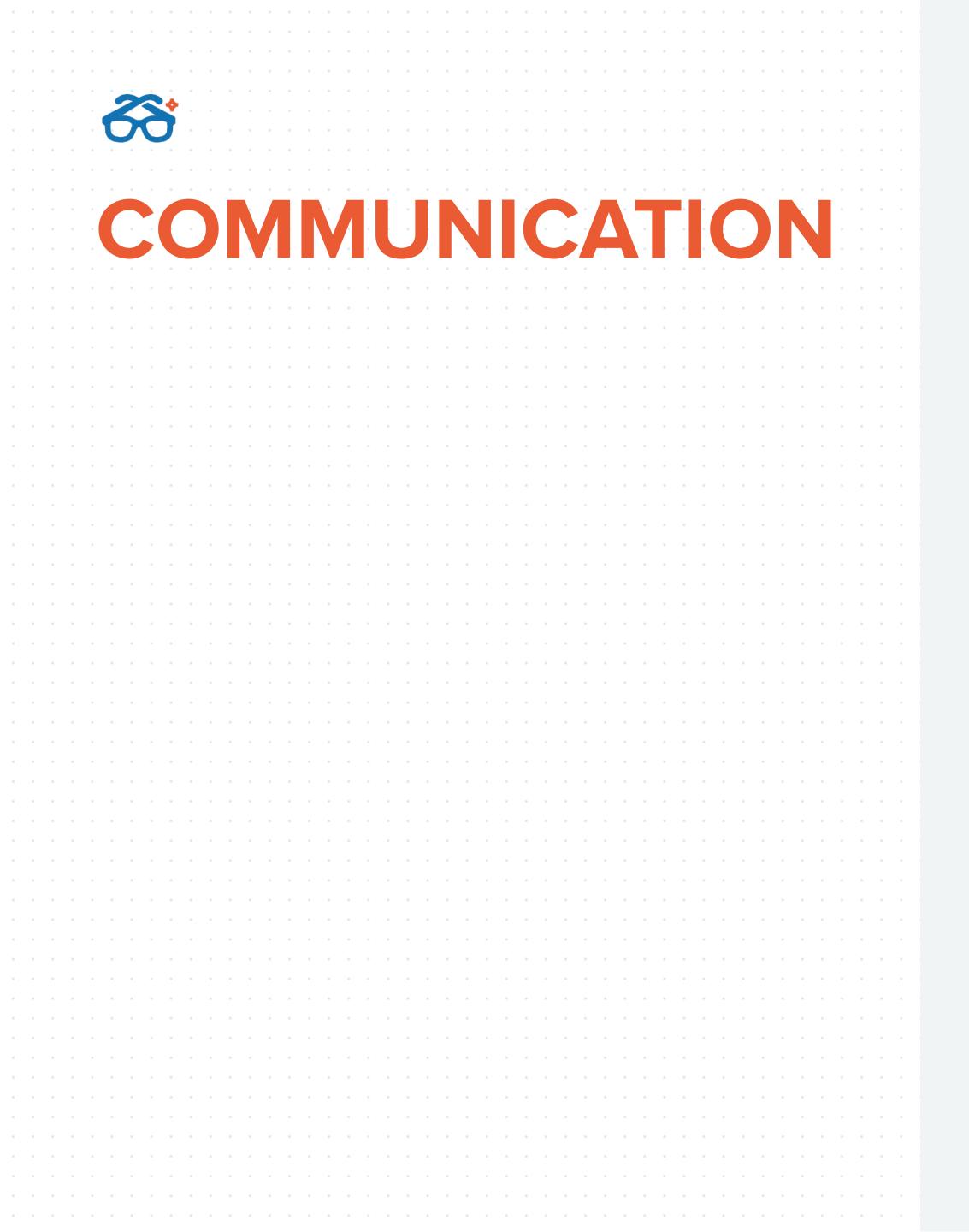




PRODUCT & CLIENT SUCCESS



Communication is so important in a relationship.



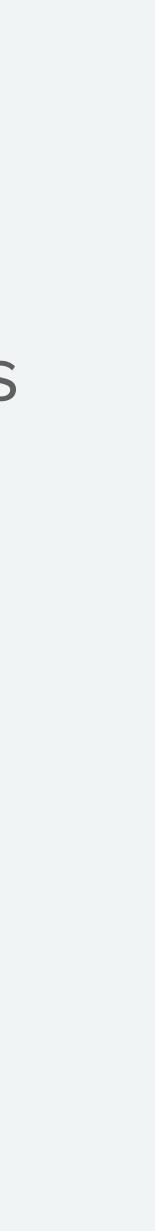
meeting routines:

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



COLLABORATIONN

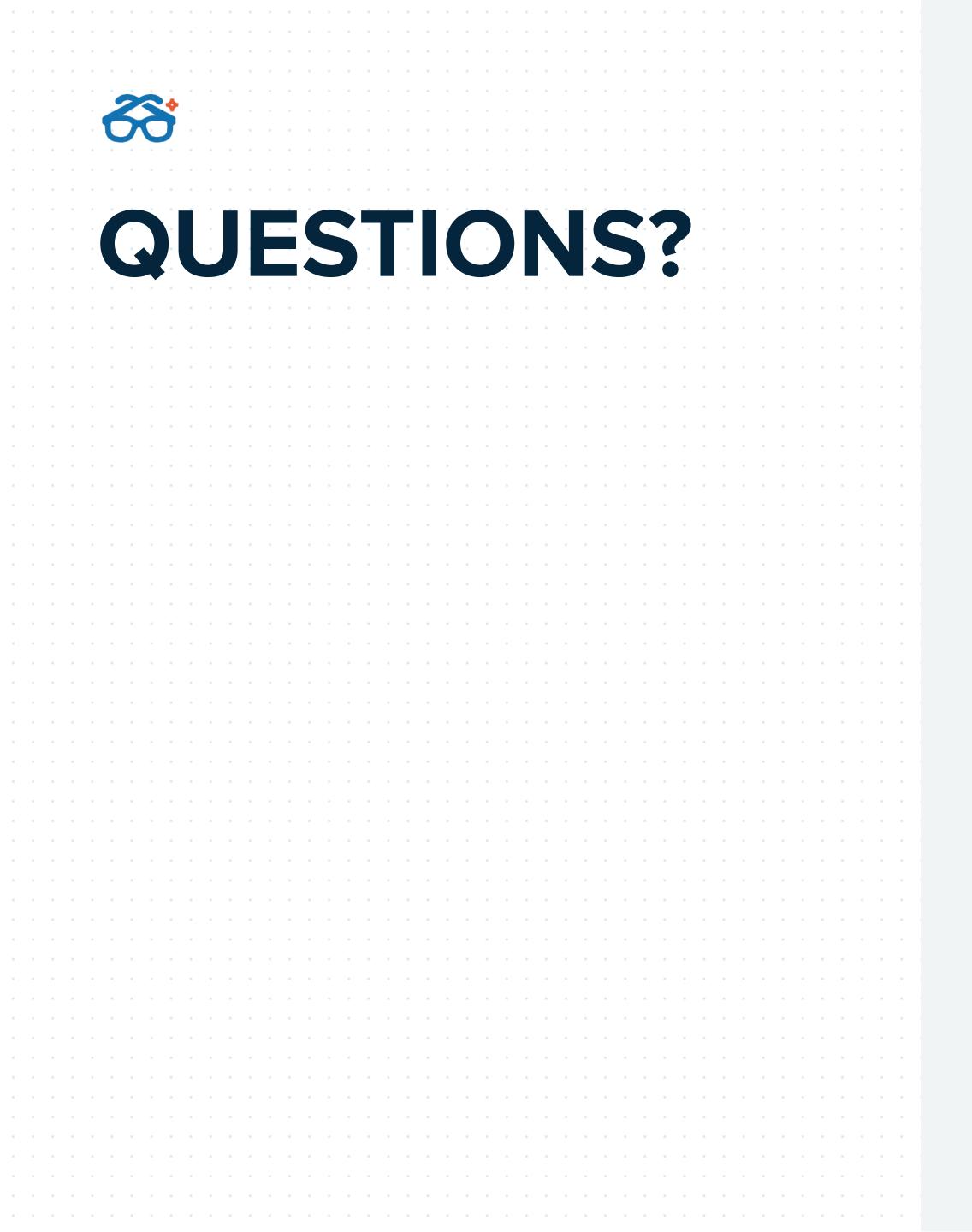
- invite us to partner calls
- partner on innovation sessions
- ask questions
- listen for the root of the problem, not proposed solutions
- participate in product discovery







- product council
- innovation sessions
- facetime with partners



EMAIL kat@degreed.com

FOLLOW @kat_thegeek

HOW MY DEPARTMENT DRIVES CUSTOMER SUCCESS



Kat Kennedy Chief Product Officer Degreed



platinum sponsor

