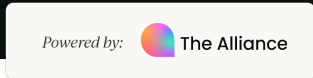


Customer success alignment assessment



Evaluate your customer success needs

Consider your current company's status. Have you got it? Now, try to answer the following questions to determine what your customer success function should look like right now.

		Your answers
CS Function	1. What do you want your core CS function to look like? a. What parts of the customer journey should they own? b. Should they operate on a high or a low touch model?	<input type="text"/> <input type="text"/> <input type="text"/>
	2. How is your CS function's time with clients currently split out? Consider in relation to: a) Onboarding/implementing the product b) Fixing issues c) Education d) Commercial / renewal discussions e) Data analysis and presentation	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Product	1. How complex is your product to: a) Implement b) Integrate c) Use	<input type="text"/> <input type="text"/> <input type="text"/>
	2. How many users/licenses does a company typically purchase?	<input type="text"/>
Business	1. How is the business projected to grow? Consider: a) Growth in income b) Growth of customer base	<input type="text"/> <input type="text"/>
	2. What are your renewal cycles?	<input type="text"/>