



Customer Success

Your Advocates, from Account Activation & Beyond

YOUR CSM IS FOCUSED ON:

- Guiding you along your Cyara adoption journey
- Becoming your champion within Cyara
- Driving your team's successful Cyara adoption
- Solving your specific business challenges with innovative solutions
- Acting as your primary point of contact, advocating within Cyara on your behalf
- Maximizing the value you realize from Cyara's automated CX assurance solutions

When you are achieving your goals, meeting or exceeding your business benchmarks, and seeing positive change within your contact center and across your organization as a result of Cyara's automated customer experience testing and monitoring solutions, then your successes are ours, too. To ensure this outcome, Cyara assigns a Customer Success Manager (CSM) to every account.

From the beginning of your Cyara journey, our relationship focused CSMs will be by your side, making sure that activation, adoption, and optimization of your CX investment is smooth, and that you continue to meet your key success metrics.

CSMs gain comprehensive knowledge of your business objectives, challenges, short and long-term goals, and technical environment so that they can present customized, clear solutions and provide the support you need at every step of your automated CX assurance journey.

YOU CAN COUNT ON YOUR CSM TO:



Shepherd You Through Platform Adoption



Conduct Operational & Executive Business Reviews



Communicate, Follow-Up & Manage Escalations



Coordinate Health Checks to Ensure Maximum Value Realization



Listen, Capture & Share Your Valuable Product Feedback



Identify New Opportunities that Address Challenges & Align with Goals

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Customer Smiles.
 Delivered at Scale.