

Customer Success Team

Guide to CallMiner programme success

A major success factor in CallMiner's industry leading, award-winning platform is our team of Customer Success professionals. These industry experts draw from their own extensive experience in conversation analytics and customer experience to ensure strong relationships and customer engagement analytics success.

Onboarding

CSD/M coordinates implementation needs from CallMiner and customer teams

Programme Kickoff

CSD/M works with customer team to strategise programme goals and use cases to support

Training

CSD/M attends customer training with CallMiner Education team

Programme Management

CSD/M provides ongoing programme support, coaching, and accountability & measurement of programme initiatives

Programme Advocacy

CSD/M helps programme owners communicate their success internally with executive sponsors and other business stakeholders



Customer Success Directors & Managers are instrumental in facilitating strategy sessions, driving ROI (return on investment), and steering targeted analysis to create happy and loyal customers. The CSD/Ms also encourage customer feedback on product feature enhancements or functionality and ensure those ideas are presented to our development team to be considered for new product and service offerings.

This crucial role serves as the customer guide to success. Our CSD/Ms help your team develop their goals and ensure that all parties complete the work necessary to achieve them – both on the CallMiner and customer side. Our Customer Success team members are the ultimate champions for your speech analytics programme and will partner you along each step of your journey.