

Why Work with a Privy Customer Success Manager?

What is a Customer Success Manager?

A CSM is your **dedicated Privy product coach** who can help:

- **Build** initial pop-ups, emails and/or text messages
- **Educate** and ensure you have the knowledge to utilize Privy to its fullest potential
- **Understand** your unique business and help you meet your goals

Customer Success Manager Communication Details

1. On-boarding Call (60 min)

- A detailed walk-through of the platform
- Create an early strategy to meet business goals
- Build and activate the first few pop-ups, emails and/or text messages

2. Two Follow-up Calls (60 min)

- Review the early results and optimize as needed
- Walk-through advanced features (ex: audience targeting & A/B testing)
- Build additional campaigns based on business needs

3. Quarterly Recurring Calls (30 min)

- Review overall performance and optimize as needed
- Discuss changing business needs (ex: seasonality & sales) and ensure Privy strategy aligns
- Updates on new/upcoming Privy feature releases

4. Unlimited email support

- Dedicated technical support from CSM and Success Team
- Highest priority from Support Team (including nights and weekends)