

Customer Success Process Questionnaire

Who on the forecasting team is responsible for tracking the customer success process metrics?

What tracking tools are in place to track customer success metrics?

How many customers are forecasted to expand in the next period, and at what dollar value?

How many customers are forecasted to experience contraction in the next period?

What will the average dollar value be for contractions per customer?

What are the recent historical retention rates for customer counts and dollar value?

What methods are used to track customer satisfaction?

How are lost customers surveyed to learn and improve?
