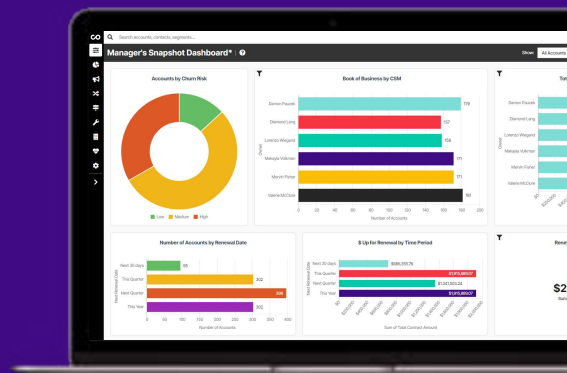


Give your Customer Success team the proactive edge to always stay ahead

Whether it's getting in front of changing customer health, upcoming renewals, or expansion opportunities, ChurnZero helps Customer Success teams make the most of their time and focus on work that matters.



Drive more strategic customer conversations

Better understand your customers' product usage, account health, and unique experience to make them the best at what they do



Boost team productivity

Get rid of manual, repetitive activities by automating your to-do lists, calendars, customer journeys, and plays based on key events and behavior



Scale more effectively

Manage more customers with greater precision and personalization without the need to expand your team

The Customer Success platform that helps SaaS companies fight churn, drive adoption, and expand accounts.

ONBOARDING

Transform onboarding into a repeatable formula for early adoption

- Create a roadmap to set clear customer and team expectations and keep everyone progressing towards the same goals
- Get customers to quickly achieve milestones and see success by using persona and behavioral data to personalize each journey
- Course correct customers in the moment and get alerted the instant they fall behind or become stuck

PRODUCT ADOPTION

Get customers hooked on your value

- Connect with every customer on a deeper level by understanding their usage behavior to tailor your engagements and build trust
- Give your product its best chance at adoption by guiding customers to sticky, new, or underused features with WalkThroughs
- Make your message more compelling using in-app communications to captivate customers and add context that converts on the spot

RENEWAL AND EXPANSION

Surface every account opportunity, faster and easier than ever before

- Give customers high-touch service without any of the legwork using automated renewal playbooks
- Know who needs your attention most based on dynamic customer health scores and predictive risk analysis powered by machine learning algorithms
- Increase upsells and cross-sells by tracking adoption trends and targeting qualified customers with in-app promotions

ChurnZero Product Features

SAVE TIME	PERSONALIZE	MEASURE
Everything you want to know about your customer – in a glance	Upgrade your customer relationships at scale	Gain the confidence to own the revenue number
Command Center <p>Organize your entire day – and make more time in it – by managing your accounts, calendar, to-dos, and notes from a single page to keep your work in sight, in mind, and in control.</p>	Segments <p>Make your outreach more precise, purposeful, and powerful by targeting customers based on firmographics, lifecycle, product usage, and behavioral data.</p>	Health Scores <p>Get a crystal-clear picture of your customers' health and renewal likelihood – summed up in a succinct yet data-packed ChurnScore.</p>
Real-Time Alerts <p>Be you customer's biggest supporter and get alerted the moment a significant event happens – from usage drops to milestone celebrations.</p>	Journeys <p>Rescue rogue accounts and take control of your customer lifecycle by guiding customers through their desired experience to build long-term loyalty.</p>	Surveys <p>Gauge customer sentiment, satisfaction, and feedback through today's most popular surveys: Customer Satisfaction (CSAT), Net Promoter Score[®] (NPS), and Customer Effort Score (CES).</p>
Plays <p>Make automation personable with playbooks. Command outreach and process consistency, efficiency, and measurability – without sacrificing the human element – across your entire Customer Success team.</p>	In-App Communication <p>Whether it's getting in front of a hard-to-reach customer or announcing a feature, drive customer response and action by delivering messages when they're most engaged – in your app.</p>	Dashboards/Reporting <p>Make better sense of customer trends, product usage, and account health across your entire customer base with roll-up reports – or drill down into an individual book of business or account for more detail.</p>
SlackBot <p>Get need-to-know account and contact information on the go using quick look-up commands in Slack, such as: "Tell me about the account MarketingPony."</p>	WalkThroughs <p>Lead customers straight to value with multi-step, guided product tours to onboard users, demo new features, or highlight functions related to individual use cases, trainings, or needs.</p>	Live Exports <p>Create custom calculations, visuals, and reports within Google Sheets or Excel 365 that are powered and automatically updated by ChurnZero Segments.</p>
	Success Centers <p>Centralize the way your teams communicate, collaborate, and empower your customers. Simplify how information is shared by providing one centralized space to house all critical pieces of a customer's success journey, displayed directly in your product and customizable at the user level.</p>	Success Insights <p>Become a data drive customer team and proactively identify customers at risk using machine learning pattern analysis. Empower your team with confidence backed by data and take control of your customer's success.</p>

Put Customer Success in its place – at the center of everything you do.

Join the movement of SaaS organizations that use ChurnZero to deliver consistent customer experiences, scale operations, and lead their business to transformative growth.

[Schedule your demo](#)

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