Chorus.ai Implementation & Customer Success Program

CH⽶RUS

You're in good hands.

The Chorus.ai product is built to assimilate itself seamlessly into your existing sales calls and meetings workflows. The Chorus.ai implementation and customer success team ensures that your users make the most of our conversation intelligence platform.

With Chorus.ai you will experience a smooth implementation process that should last less than an hour. At Chorus.ai we evaluate customer success reps based on user adoption, satisfaction scores, and renewal rates. So we succeed only if you do.

> Chorus is quick to install and intuitive to use.

Summer L. at Talkable

> The best investment we ever made in a tool.

Thomas J. at Redox

Step 1. The superfast, super-efficient implementation

The implementation process for Chorus.ai is simple and intuitive. With a couple of simple steps, you can have it integrated with your other critical systems and deployed to all users.

Chorus.ai integrates seamlessly with your team's existing tech stack and eliminates any adoption friction for the end user. Admins can then manage all users and teams easily through the admin settings page. New users can create a Chorus.ai account and sign in in **less than a minute**.

When your team first accesses Chorus:
- Each user will log in with their Google or Outlook account and link their calendars
- This will pre-authorize Chorus.ai to automatically join pre-scheduled or impromptu meetings
- After the meeting, recorded calls, transcripts, and analytics are all available in the Chorus.ai platform

> Chorus.ai can be integrated easily with you Salesforce instance. This allows your team to view and analyze conversations against deal data. Chorus.ai also automatically records call activities in Salesforce with detailed notes on trackers, next steps, competitive mentions, and risks.

salesforce

Step 2. Chorus.ai Customer Success ensures you crush your goals

The Chorus.ai team helps your organization go from being onboarded to greatly successful in leveraging conversation intelligence. We have designed our product and onboarding process for self-learning and adoption but everyone can benefit from additional training and reinforcement from our Customer Success team.

Our Customer Success team will provide your team with a range of services depending on your company's needs:

Basic onboarding and training	Advanced trainings and enablement
• Chorus.ai best practices • Call reviews • Handoffs • Creating Playlists • Setting up deal alerts • Analytics	• Playlist creation and usage tutorials to help your team get up to speed • Deep-dive into detailed analytics on the Chorus platform • 90-day retrospective syncs to make sure your team is seeing the most value possible from Chorus

Your Personalized Success Plan

The Customer Success team will work with you to establish a personalized plan for how your team will get the most return on your investment in Chorus. This can include establishing regular working sessions with our in-house sales enablement experts or creating a plan for ongoing enablement support for your own training, such as Smart Playlists which automatically highlight calls containing important themes that your team is focusing on at the time.

Let's get started!