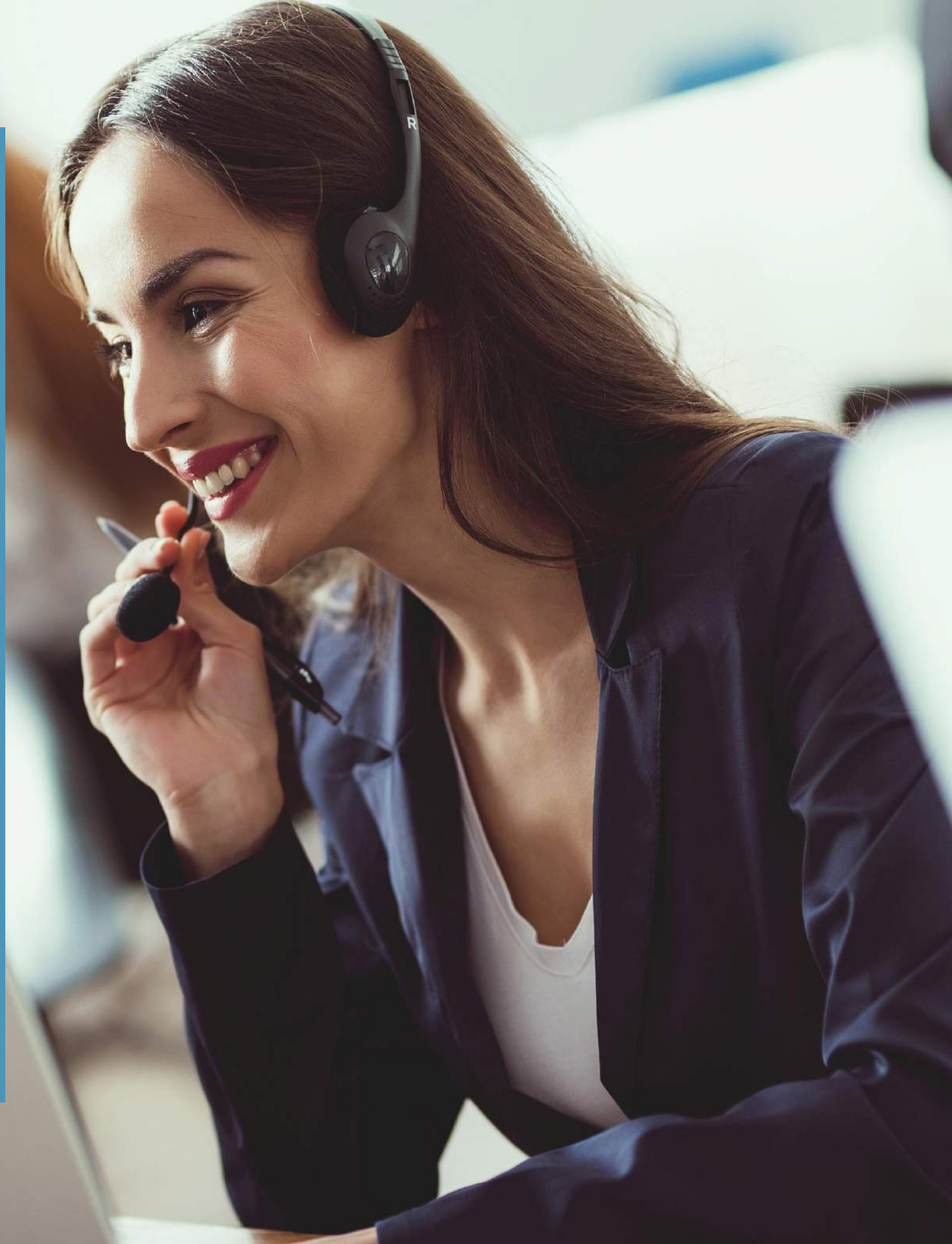


# MYCUSTOMER360

QuickStart Program

**mycustomer**  
360.com



**Welcome to the MyCustomer360 QuickStart Program, a 45-day pilot program designed to help companies improve their customer service and increase revenue through outsourcing their customer service to our global customer service team.**

Our program is designed to onboard new customers, maintain customer relationships, and upsell products and services. After completing the program, your company will have a better understanding of how to improve customer satisfaction and increase revenue through outsourcing to MyCustomer360.





## The QuickStart Program will:

- Demonstrate MyCustomer360' Rapid Time to Benefit
- Validate Stated Outcomes, and
- Set the Stage for a Phased Deployment

## 45-Day Program Steps

The QuickStart Program is phased over 45 days and is summarized in the key stages:

- 1. Select a program:**
  - a. CustomerService (Week-1-3)
  - b. CustomerSuccess (Week-1-3)
  - c. Customer Upsell or Cross Sell (Week-1-3)
- 2. Feedback & Improvement (Week 4)**
- 3. Advanced Training (Week 5-9)**
- 4. Assessment & NextSteps (Week 10)**

## 1A. Customer Support.

Maintaining Customer Relationships (Week 1-3)

### a. Handling customer inquiries and complaints

Our team will learn how to handle customer inquiries and complaints effectively, to maintain positive customer relationships.

### b. Providing basic technical support and troubleshooting

Our team will also receive training on providing basic technical support and troubleshooting to assist customers with any issues they may have.

### c. Maintaining customer account information and records

We will also train our team on how to maintain accurate customer account information and records, to ensure we can provide personalized and efficient service.

## 1B. Customer Success.

New Customer Onboarding (Week 1-3)

- a. Introduction to the company and its products**  
Our team will summarize your company and its products to ensure that we have a good understanding of your business.
- b. Basic training on product features and benefits** Our team will receive training on the key features and benefits of your products or services, to better understand how to sell them to customers.
- c. Familiarization with the company's customer service policies and procedures**  
Our team will also be familiarized with your company's customer service policies and procedures, to ensure we can provide the best possible service to customers.



## 1C. Customer Upsell & Cross Sell.

Increasing Existing Client Revenue (Week 1-3)

- a. A. Identifying opportunities to upsell products and services**  
Our team will learn how to identify opportunities to upsell your products and services to existing customers.
- b. Providing basic product recommendations and demonstrations**  
Our team will also receive training on providing basic product recommendations and demonstrations to help customers make informed purchasing decisions.
- c. Communicating promotions and discounts**  
Our team will also be trained on how to communicate promotions and discounts to customers, to encourage them to make additional purchases.



## 2. Feedback & Improvement

(Week 4)

**a. Measuring customer satisfaction and feedback**

Our team will learn how to measure customer satisfaction and feedback, to identify areas for improvement in our service.

**b. Identifying areas for improvement and implementing changes:**

We will work together with you to identify areas for improvement in our service and implement changes to improve customer satisfaction.

**c. Providing ongoing training and development for our customer service team:**

Our team will continue to receive ongoing training and development to ensure they are providing the best possible service to your customers.

## 3. Advanced Training

(Week 5-9)

- a. More in-depth training on product features and benefits Our team will receive more in-depth training on your products and services to better understand and promote them to customers.
- b. Advanced technical support and troubleshooting Our team will also receive advanced technical support and troubleshooting training to handle more complex issues that may arise.
- c. Advanced customer service policies and procedures Our team will continue to be familiarized with your company's customer service policies and procedures to ensure we are providing the best possible service to customers.
- d. Identifying more advanced opportunities to upsell products and services  
Our team will learn how to identify more advanced opportunities to upsell your products and services to existing customers.

e. Providing more advanced product recommendations and demonstrations:  
We will also receive training on providing more advanced product recommendations and demonstrations to help customers make informed purchasing decisions.

f. Communicating advanced promotions and discounts  
During this week, we will train our team to effectively communicate advanced promotions and discounts to customers, to encourage them to make additional purchases.



## 4. Assessment & Next Steps (Week 10)

- a. A. Summarize the pilot program and its results  
We will summarize the results of the pilot program and the improvements in customer satisfaction and revenue that were achieved.
- b. Review the key elements of the quickstart program  
We will review the key elements of the quickstart program and the key takeaways for your company.
- c. Encourage participation and engagement in the program  
We will encourage your company to continue participating in the program to ensure ongoing improvement in customer service and revenue.

## About MyCustomer360

MyCustomer360 is a leading customer service management company that has been helping businesses improve customer satisfaction and increase revenue for many years. We offer a wide range of services, including customer support, customer success, and customer upsell and cross-sell programs. Our team is made up of experts in customer service, who are dedicated to helping our clients achieve success. We take a consultative approach to working with our clients and are committed to providing customized solutions that meet the unique needs of each business.

**Overall, the MyCustomer360 QuickStart Program is designed to provide your company with the tools and resources necessary to improve customer satisfaction and increase revenue through outsourcing your customer service to our global team of experts. By participating in this program, your company will gain a better understanding of how to improve customer service and increase revenue. We look forward to working with you to achieve success.**