

# 30 60 90 days plan for customer success

Purpose of this slide is to address the details about company's 30 60 90 days plan for customer success. Major elements covered in the plan are listen and understand, analyze, plan and execute.

## First 30 Days

### Listen and Understand

- Meet the stakeholders
- Understand the product and existing procedures
- Connect with potential leads
- Add text here

### Analyze

- Extract data from repository
- Understand recurring revenue
- Analyze last 100 days churn
- Add text here

## First 60 Days

### Plan

- Evaluate customer sentiment and segment them
- Develop a customer success strategy
- Define performance KPIs
- Create an expansion plan
- Add text here
- Add text here

## First 90 Days

### Execute

- Select a platform for customer success
- Budget approval
- Allocate resources
- Communicate goals
- Map out customer journey
- Monitor and refine the process
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- Add text here

# Facebook Last 90 Days Customer Service

**Reynol Junco, Dianne M. Timm**



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