

CHURNZERO Training Process

Your dedicated CSM will guide you through the following steps for each feature in ChurnZero, ensuring your deep understanding and full adoption of the entire ChurnZero platform.

TRAIN



Deep review of the feature - it's abilities and it's potential application - with your CSM.

Identify use cases for that feature that will empower your team to be more organized and proactive.



APPLY

DEPLOY



Implement your use cases with your CSM; your team begins actively using the feature.

ChurnZero's training modules are designed to help you learn the features of the platform in an organized way. We will always start with the Basics and Segments modules, as these the foundation in ChurnZero, but the remainder of the training modules can be prioritized according to the specific needs and goals of your team.

The Modules

- Basics: Basic Account Setting, Navigation,
- Segments, & Alerts: Account/Contact Segments, Settings
- Plays: Settings, Entry/Exit Criteria, Steps, & Reporting
- Journeys: Settings, Milestone, Achievements, & Reporting
- NPS: Survey Settings, Campaign Design, & Reporting
- Churn Scores: Settings, Building/ Calculating Scores, & Reporting

After the completion of your last training, that is not the end! Your CSM will set up regular collaboration sessions to ensure that you have continued success throughout your journey with ChurnZero!

