

From when you initially sign with us to going live and beyond, our Customer Success Manager (CSM) ensures that your experience with Lokulus is always exceptional.

Our CSM will build a long-term relationship with you, ensuring you get the best value possible from Lokulus and that any issues you have are listened to and acted upon. They work with key stakeholders to understand your strategic goals and ensure our solution is delivering on these.

Building the Relationship



Based on trust and transparency, the CSM will build a relationship with you from the get-go, scheduling regular meetings throughout, from the

implementation phases into go-live and beyond. Latterly these meetings will be based on whether our solution is delivering on the proposed goals and outcomes. Our CSM will:

- Hold regular review meetings.
- Deliver a shared strategy plan around the solution and business goals .
- Work as the VOC (voice of the customer) within Lokulus.
- Evaluate your needs and act as your advocate within Lokulus.
- Deal with your escalations and evaluate training needs.
- Onboard you.
- Advise you on solution improvements.

Onboarding and Training Needs

Onboarding is the most important task, and the success of the process will define the success of the solution. The onboarding process focuses on the features of the solution you need to know, who needs to know them and how they will get to know them.

When onboarding you will offered a training and support for your business. We will make sure that all your employees from Call Centre Manager down to Agents will have the appropriate training, whether this is through training workshops or through our comprehensive documentation. To ensure you get to a fast start, the CSM will work with you to timetable the training .

The Customer Advocate

Within Lokulus, the CSM acts as your advocate liaising with the project and engineering teams, ensuring that your needs are considered at every level. For example, you might request an enhancement that involves a UI change to the core platform.

The CSM will act as your advocate helping collate themes of ideas that will influence the road map of our platform. They will inform you when this is done, and when it will be available to you in an upgrade. They will then work with the project team to have the upgrade work scheduled at the most convenient time for your business.

Escalations

The CSM works in partnership with our Support Team and is the primary escalation point for all our customers. They will ensure that a plan is in place for any issues and that they are dealt with within that timeframe. The CSM will communicate regularly back to you to ensure that you know the latest details.

Upgrades and Service Improvements

Lokulus is constantly improving its core platform. With regular security updates and enhancements, the CSM will keep you informed and advise you when you should upgrade your solution. They will work with you to agree the best time to do this, with the least impact to your business.