



FOR BUSINESS

# Customer Success

Build high-performing customer success teams with Class

**Onboard, coach, and upskill your customer success team to enhance your organization's customer experience with Class. Class is the perfect tool to practice and master conversations from general support to customer de-escalation.**



## Enable group and peer-to-peer coaching

Drive true collaborative learning with your CS team with enhanced breakout rooms.



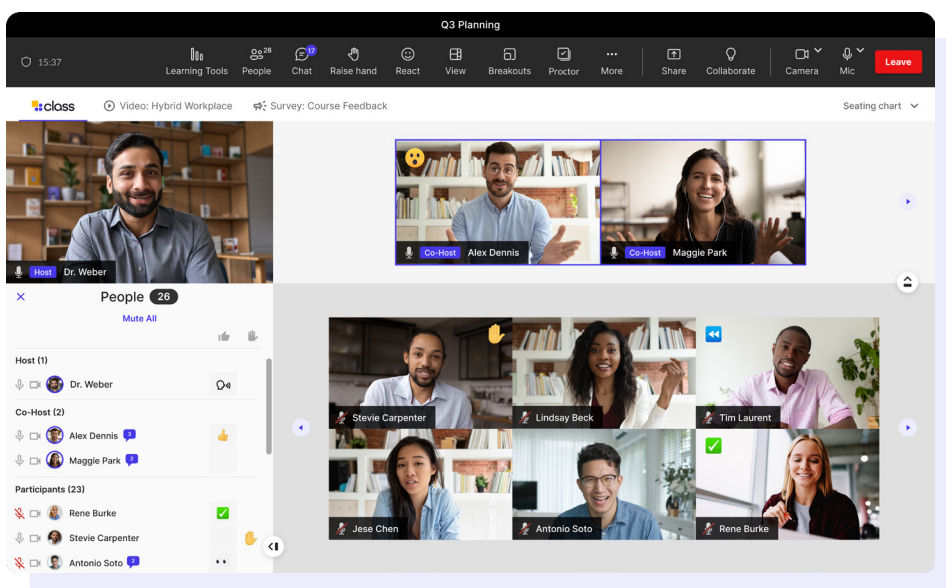
## Deliver interactive training sessions

Bring in your organization's customer success tools for a truly interactive training session.



## Provide the same impactful learning experience

Whether your customer success team works together in an office or from home, Class is set up with hybrid organizations in mind.



# 88%

of high-performing  
service decision-makers  
are investing significantly  
in agent training  
compared to only 57%  
of underperformers.

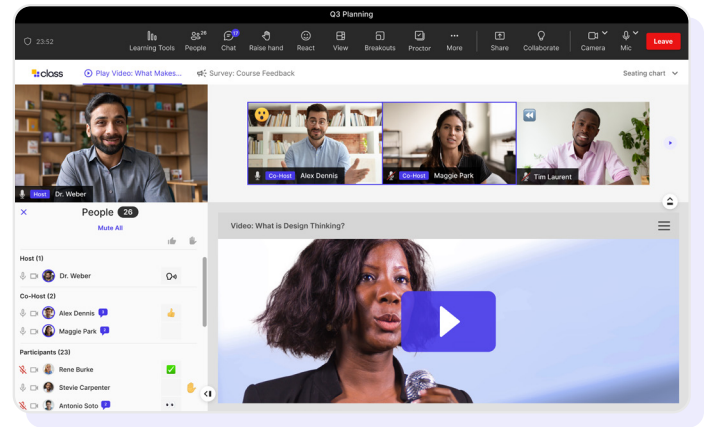
Source: State of Service Report, Fifth Edition, Salesforce, 2022



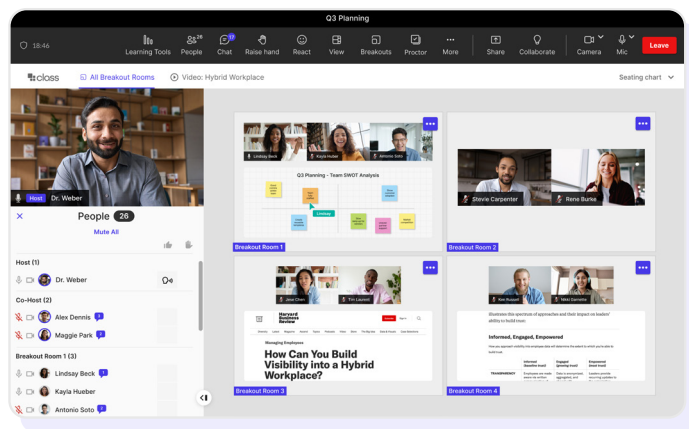
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## Master Conversations and CX Use Cases

- Share multimedia content directly within the app to introduce case examples
- Use “Front of Room” to spotlight scenario-based conversations for practice and for participants to observe
- Allow participants to easily add personal notes to the downloadable automated transcript of training conversations



Interactive Content Sharing



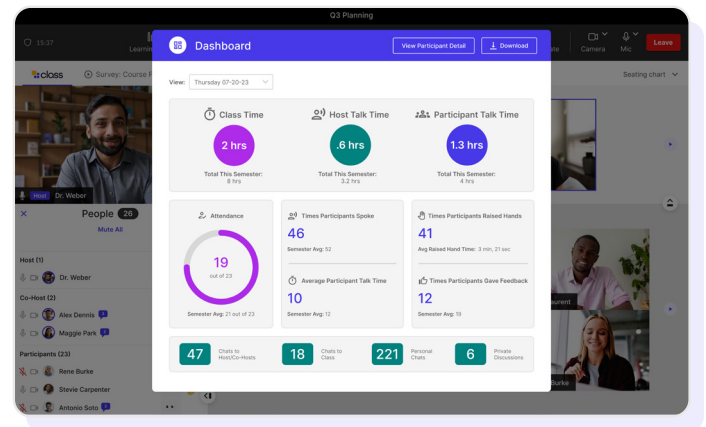
Enhanced Breakout Rooms

## Enhance Group and Peer Learning

- With enhanced breakouts, hosts can directly share scenario-based exercises to specific breakouts
- Allow participants to select breakouts based on topics by interest or desired areas of improvement
- Easily allow for breakouts to share what results or work was completed back to the rest of the main room

## Measure, Coach, and Connect

- View engagement and participation metrics for each participant in real-time
- Export data to a csv. or with APIs to correlate it with performance statistics
- Bring in your CRMs, Confluence, Jira, or ServiceNow for every participant to interact with live in your training
- Use our “Collaboration View” to see each individual's progress and proficiency with your internal CS tools



Data Dashboard

