

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.



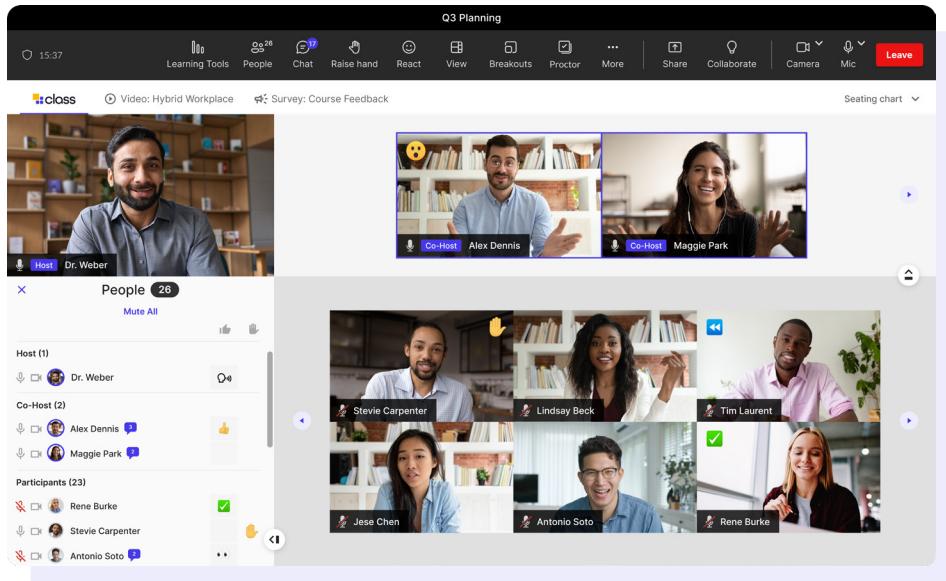
Deliver interactive training sessions

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.



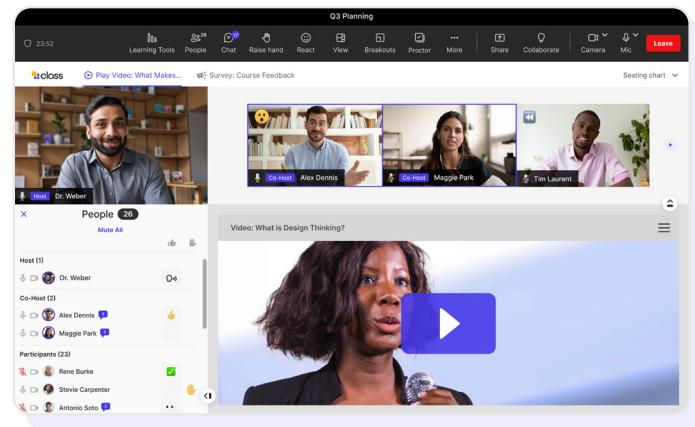
88%

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

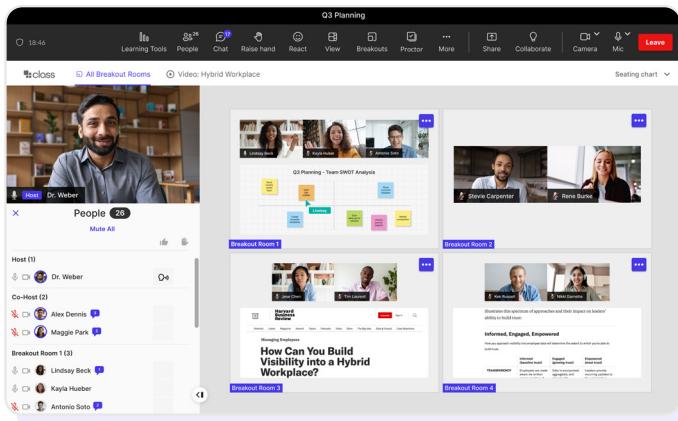
Source: State of Service Report, Fifth Edition, Salesforce, 2022

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



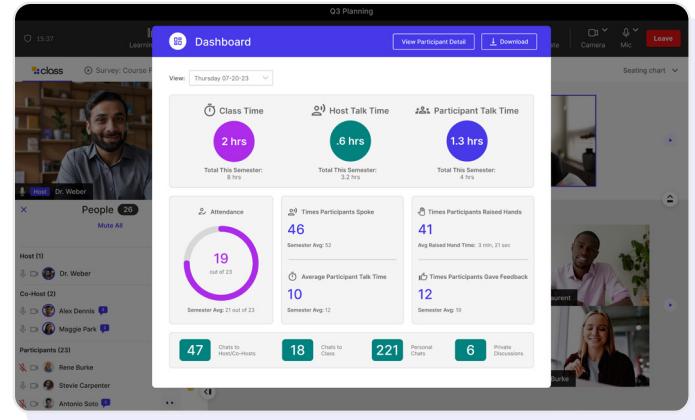
Interactive Content Sharing



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



Data Dashboard

Experience how Class supports customer success
Learn more at class.com

