

Customer Success Overview

SOAPBOX creates software that helps organizations give employees a voice. Whether your focus is on collecting feedback or soliciting ideas, we make it easier to act on employee input that drives real business value.

Visit SoapBoxHQ.com to learn more.

No great team is complete without a great coach. SoapBox knows that a good plan, tailored guidance and the right tools are necessary for success.

That is where our Customer Success team comes in. As your mentor, coach and teammate we help you collect and act on more input, ideas and feedback from your employees.

- ✓ As your mentor, we share our wisdom to help you **align SoapBox to your objectives**
- ✓ As your coach, we share best practices to **accelerate your journey to a successful program**
- ✓ As your teammate, we provide **tips and templates to save you time**

What are some of the specific things we'll help you with?

Our Success Team will leverage know-how from working with leading brands across many industries to help you navigate:

- ✓ The best ways to get employees to share useful input, ideas and feedback
- ✓ How to keep the conversation positive and constructive
- ✓ How to make sure leaders at all levels across the organization receive value from employee input
- ✓ How to make sure you're not overwhelmed with employee input that you can't respond to or act on
- ✓ How to make giving employees a voice a healthy habit across your organization

This support comes to you in many forms. We make sure everyone using SoapBox gets the help they need - whenever and however they need it.

Customer Success Manager: Each customer is paired with a Customer Success Manager who provides guidance on how to build a healthy SoapBox community

Technical Support: Our tech team makes sure that your SoapBox is working perfectly for your specific program and organizational needs.

In-app help for all employees: We've baked the best Success Team insights right into the software. Our in-app messages encourage people to take action in SoapBox and provides guidance for anyone who gets stuck.

Self-service success portal: We've written and consolidated articles for all our tips for success and tools to save you time.

Newsletters, webinars and a whole lotta other things: Whether it's a new product feature or the latest best practice, we'll keep you up to speed on important items.

AMBRA SULTZBAUGH
Communications Manager,
Parmalat SoapBox
administrator

"Our (SoapBox) customer success team is constantly looking for new ways to help our employees get the most out of SoapBox. The team provides a truly authentic service experience by suggesting iterations to our program that make sense for our organization and are easy to implement. I am always grateful for their fresh ideas, and the compassion they bring to every meeting!"