Hypercontext

Customer Success and Customer Support Sync

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CS and Support and the most customer-facing teams in any organization. It's critical that these teams don't work in silos, but rather are in complete sync with one another. This bi-weekly sync will ensure they do just that.

☐ **Icebreaker**

Summary:

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Next Steps:

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☐ **Major news and updates from Customer Success**

Summary:

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Next Steps:

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☐ **Major news and updates from Customer Support**

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Next Steps:

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☐ **Key dates to keep in mind**

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Next Steps:

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☐ **Feedback exchange: Share one piece of feedback for each team**

Summary:

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Next Steps:

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☐ **Any roadblocks that we need to address?**

Summary:

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Next Steps:

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☐ **Who deserves a shoutout?**

Summary:

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Next Steps:

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