

Customer Success

Succeed at every stage of your journey with BlueJeans

BlueJeans is designed to help you realize business value faster. Our Customer Success Managers (CSM) partners with you to put in place the right strategies and best practices to achieve your business goals. We are your advocates, product experts, and strategic advisors throughout your journey with BlueJeans. Once you come on board, BlueJeans will assign a CSM to work with you to develop strategies for successful adoption.

What You Can Expect

- Deeply understand your business, industry and priorities to help you align them to your objectives
- Regularly align with executives on business priorities and value realization
- Help align roadmap to business goals and suggest implementation approaches
- Strengthen your relations with key contact across all lines of business
- Developing strategies and plan in support of your business goals

Benefits of a Dedicated BlueJeans CSM

Expertise and Experience You Can Rely On. Our CSMs are experts in the collaboration space and will be your advisor, working with you from your first day with us to explain how your business can best utilize BlueJeans.

Comprehensive Knowledge and Insight. A wealth of tools and best practices to get you started on the right track — we continue to use these best practices along the way, be it day 3, day 30 or even day 365.

Proactive, Personal Care. Ongoing coaching to ensure that your employees are making the most of BlueJeans — ultimately supporting your efforts to drive collaboration and productivity.

What We Do



Partner

Throughout your BlueJeans experience, our CSMs will be your biggest champion, ensuring that you feel empowered to win with BlueJeans.



Optimize

Carry your success beyond initial deployment. Collaborate with your CSM to learn how to best take advantage of our products and services to accelerate your growth



Execute

Your CSM will work with you to ensure your adoption of our platform continues to be successful. They will take your feedback so that you'll have a voice in the future direction of the product.