

## Customer Success Manager

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#### **Customer Success Manager Goals:**

- Monitor progress & increase adoption and satisfaction with proactive engagements.
- Addressing ongoing professional development and services needs.
- Internal Advocate for navigating the Parchment Ecosystem + partnering with your Regional Sales Manager to help expand reach.
- Ensuring you get the maximum value from your investment.

#### **For Administrative Support:**

- Log onto your account at [Parchment.com](https://Parchment.com) and click Support
- Admin Phone Support: 888.662.0874

#### **Parchment Training Resources**

#### **Learner Support**

