Typical Customer Success Roadmap

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Quarter 5
Customer Health (v1) Renewals Forecast NPS Survey Red Account Response	Key Initiative Tracking Success Plans (v1) Business Reviews Customer Onboarding Support Case Tracking	Customer Health (v2) Relationship Quality Customer References Success Plans (v2) Pre-sales Support	CS Qualified Leads Product Feedback Customer Adoption Team Member Enablement	Executive Sponsors Advisory Board Partner Success Support Transition
Segmentation (v1) Customer Journey (v1) Roles (v1)	Refine Segmentation, Customer Journey and Roles			
Health Scores Forecast Renewal Rate NPS Response Rate NPS Follow-up Rate Case Resolution Time Critical Support Cases	Red Response Rate Initiative Completion Time to Value Success Plan Coverage Business Review Coverage			

Customer Imperative