

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 and click Support
- Admin Phone Support: 888.662.0874

Parchment Training Resources

Learner Support

