pulse

MAY 15–16
ST. LOUIS, MO

OH YEAH! # OH YEAH! #

CS OPERATIONS

ATTENDEE GUIDE
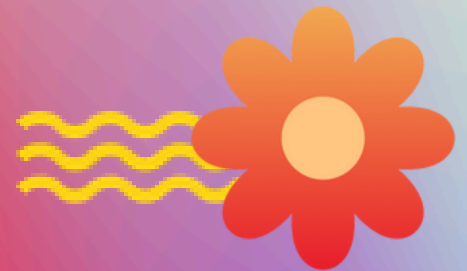
The #1 Conference
for Unleashing the Power
of Your Customers

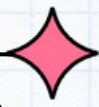| 2,500+	70+	125+	1
ATTENDEES	SESSIONS	SPEAKERS	EPIC PARTY

Must-Attend Sessions

There's no way to go to every session, so be sure to check out these fab four!

Keynote

Day 1 Opening Keynote

Join us for the Pulse 2024 opening keynote featuring a welcome by Gainsight CEO, Nick Mehta, and President & COO, Chuck Ganapathi. In a time where challenges loom large, we confront the realities of today's business landscape. This year, we are thrilled to include the Gainsight Product team who will unveil exciting AI innovations. These cutting-edge advancements are designed to help people be more efficient and proactive in their jobs, transforming the way work is done. We'll explore the promise of AI that is human-first and outline the principles guiding our path forward. Together, we'll show how to navigate the shifting tides of business with resilience, ingenuity, and a renewed focus on what truly matters to your customers – the human connection.

Track 7 | Session 2

Dive into the Pool: Navigating Strategies for Scaled Customer Success

Discover how LogicMonitor addressed the task of creating a pooled customer success framework, offering time-limited engagements. Explore our journey from pitching to launching this model, aimed at maintaining the personalized approach of a Customer Success Manager while ensuring scalability.

Track 10 | Session 7
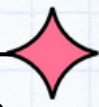
AI for All: Leveraging AI as a CSM or CS Leader

Leveraging AI effectively is about more than access to AI tools. Teams need the skills and know-how to make the most of all the AI tools available to them, or risk being left behind. In this session, hear how Gainsight is proactively training CSMs and CS leaders alike through our innovative 'AI for All' training programs that democratizing AI knowledge and offering hands-on learning in prompt best practices, voice training, and more -empowering every team member with the essential AI skills to succeed. You'll leave with actionable, CS specific tips to make AI a transformative force for your business, making every interaction smarter, every decision faster, and every CSM more powerful.

Track 7 | Session 8

Navigating Complexity: Okta's Path to a Comprehensive and Scalable Customer Health Score

Monitoring the health of our customers represents a critical yet intricate endeavor. Explore with us the strategic evolution of how Okta's Customer Success Operations team shifted from a single health score to a multi-scaled model, ultimately culminating in a Holistic Healthscore, tailored to align with business objectives. This session will delve into Okta's transformative journey and methods along with providing real-world examples that showcase the successful incorporation of nuanced customer elements at scale.

Session Short List

Uncertain where to begin? No worries, we're here to assist. Explore our curated session selections for people interested in CS Operations.

Day 1 | Session 1 | 10:15 AM

Track 7 | Building a Foundation for Customer Success Operations: A Step-by-Step Guide to Scalability

Track 5 | Digitizing the Customer Experience from Onboarding to Renewal

Day 1 | Session 2 | 11:15 AM

Track 3 | Transforming Customer Success: Workday's One-Year Leap to Next-Level Differentiated Engagement Model

Track 7 | Dive into the Pool: Navigating Strategies for Scaled Customer Success

Day 1 | Session 3 | 2:00 PM

Track 3 | Customer Success = Company Success: Harnessing the Power of your Customer Value to Unlock More Revenue
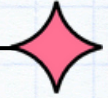
Track 7 | Getting Your Contact Management House in Order: Contact Data in Customer Success

Day 1 | Session 4 | 3:00 PM

Track 1 | Driving Growth Through Data: Kobiton's Strategies for Increasing Product Usage and Customer Engagement

Track 7 | Navigating the Digital Customer Journey: Strategies for Scalability and Personalization

Session Short List

Day 1 | Session 5 | 4:15 PM

Track 7 | The Evolution of Success Plans at Alteryx - From Human to Machine to Cyborg

Track 5 | Driving Revenue, Product Adoption, and Customer Advocacy Through Scaled Programs and Events

Day 2| Session 6 | 11:00 AM

Track 10 | Unleashing the Power of AI in CS: Amplifying Empathy and Delivering Human-First Value

Track 7| Maximizing Impact at All Levels: Building a Mature Customer Success Scale Program

Day 2 | Session 7 | 12:00 PM

Track 7 | AI's Not Enough - How to Enrich Gainsight With Collaborative Intelligence That Makes CS a Hero

Track 3| Teamwork Triumphs: Unlocking Success through Customer-Centric Collaboration

Day 2 | Session 8 | 2:45 PM

Track 5 | Transforming CX into Revenue: The Art of Success Monetization

Track 7 | Navigating Complexity: Okta's Path to a Comprehensive and Scalable Customer Health Score

Day 2 | Session 9 | 3:45 PM

Track 7 | Drive Customer Outcomes with Digital Onboarding

Track 10 | On the Road to AI-Powered: A Deep Dive Into Gainsight's AI Roadmap

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ATTENDEE ACTIONS:

- Register for Pulse 2024

- Deep dive into the full agenda

- Once the agenda builder is available, be sure to log in and select sessions as favorites to organize your day effectively.

- Tell your friends and colleagues you're headed to #Pulse2024

QUESTIONS?
pulseus@gainsight.com

GROUP PRICING
AVAILABLE