



MAY 28-29
LAS VEGAS

CS OPS

ATTENDEE GUIDE

**The #1 Conference for
Customer Professionals**

2,500+
ATTENDEES

70+
SESSIONS

125+
SPEAKERS

1
EPIC PARTY



Must-Attend Sessions

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

Optimizing Rev Ops & CS Ops | Session 1

Synergy in Action: How CS Ops & RevOps Drive Growth

Unlock the power of aligning Customer Success Operations (CS Ops) and Revenue Operations (RevOps) to fuel growth, retention, and efficiency. This session reveals how a strong partnership between these teams streamlines processes, enhances data-driven decision-making, and maximizes customer value—ultimately driving business success.

Key Learnings:

- How syncing CSOps and RevOps accelerates growth and retention
- Leverage shared insights to drive smarter customer strategies
- Improve CSM productivity through process optimization and automation

Optimizing Rev Ops & CS Ops | Session 3

Effortless EBRs: How CS Ops Powers Standardization & Scale with Success Snapshots

CS Operations is the key to eliminating manual work and scaling impact. Without automation, preparation for EBRs can feel manual and time consuming – but it doesn't have to be. Learn how Flexential's Ops team leveraged Gainsight's Success Snapshots to automate, standardize, and scale customer reporting, ensuring every EBR is seamless and data-driven. Walk away with strategies to streamline prep, improve reporting, and free CSMs to focus on strategic conversations—not slide creation.

Advanced Gainsight Strategies | Session 4

The Power of Automation: Streamlining Ownership Transitions

Join this technical discussion covering how Genesys, in partnership with their Gainsight TAM, designed a program which automates workflow for Success Plan, CTA, and Task reassignment in the case of updated users within specific roles. Key Learnings:

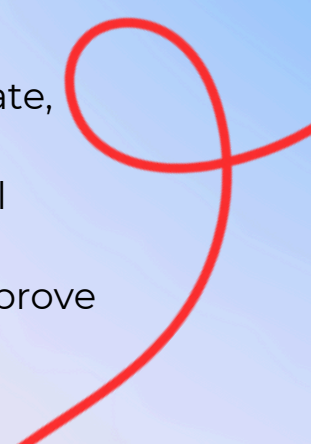
- How a simple set it and forget it program can save users and admins significant time and create higher rates of satisfaction.
- The process to determine when and how systematic reassignment should occur.
- Limitations and roadblocks we discovered for certain types of roles and action items.
- Data around time saved as an admin and the delight factor for customers.

Workshop Your Way to Growth | Sessions 8 & 9

Data-Driven Decisions: From Insight to Action

Building effective workflows starts with understanding your data. In this two-part workshop, you'll learn how to structure your Gainsight instance to capture the right insights and create workflows that support key business goals. Whether you're optimizing existing processes or setting up new ones, this session will give you the tools to ensure your data and workflows work together to drive meaningful results.

You'll learn how to:

- Organize and prepare your Gainsight instance for accurate, reliable data
 - Design workflows that connect customer insights to real actions
 - Set up processes that help teams track progress and improve outcomes
- 



Session Short List

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

Day 1 | Session 1 | 10:15 AM

Optimizing Rev Ops & CS Ops | Synergy in Action: How CS Ops & RevOps Drive Growth

Advanced Gainsight Strategies | Actionable Health Scores: Stop Churn & Unlock Growth

Day 1 | Session 2 | 11:15 AM

Optimizing Rev Ops & CS Ops | The Adoption Equation: Turning 'Should Use' into 'Must Use'

AI That Works For You | No More Surprises: How Singular Shifted from Reactive to Proactive with AI

Day 1 | Session 3 | 2:00 PM

Optimizing Rev Ops & CS Ops | Effortless EBRs: How CS Ops Powers Standardization & Scale with Success Snapshots

Day 1 | Session 4 | 3:00 PM

Optimizing Rev Ops & CS Ops | How CS Ops + Digital CS Deliver Scalable Success

Advance Gainsight Strategies | The Power of Automation: Streamlining Ownership Transitions

Day 1 | Session 5 | 4:15 PM

Optimizing Rev Ops & CS Ops | Beyond Gut Feeling: A Data-Driven Approach to Predicting Customer Retention

Mastering Gainsight Workflows | Inside the Gainsight Metaverse: How CSMs Use Gainsight Every Day

Session Short List

Day 2 | Session 6 | 10:45 AM

AI That Works For You | The Future of AI in CS: No-Fluff, All-Real Talk

Advanced Gainsight Strategies | Scaling Customer Engagement: Succeeding with a 1:Many Strategy

Day 2 | Session 7 | 11:45 AM

AI That Works For You | Predict, Prevent, Retain: Stopping Churn Before It Starts

Workshop Your Way to Growth | Unwinding the Chaos of an Inherited Gainsight CS Tenant

Day 2 | Session 8 | 2:30 PM

Workshop Your Way to Growth | Data-Driven Decisions: From Insight to Action (Part 1)

Day 2 | Session 9 | 3:30 PM

Workshop Your Way to Growth | Data-Driven Decisions: From Insight to Action (Part 2)

Winning with Digital CS | Driving Adoption Success: Using Surveys & Automation for Scorecard Impact

Networking Opportunities

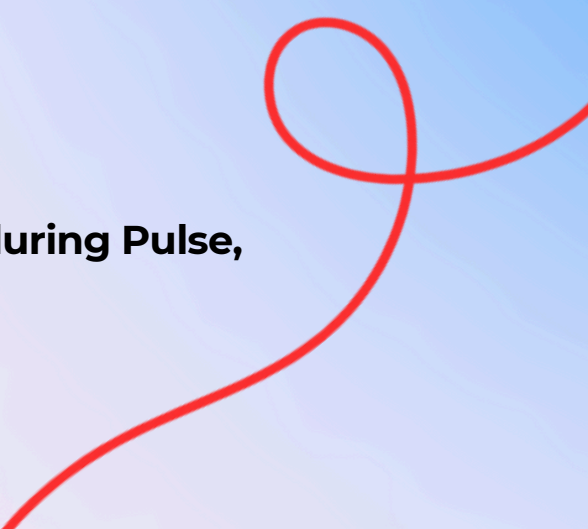
Day 1 | Find a Buddy Breakfast

Day 1 | 5-Minute Mentor

Day 2 | Innovation incubator

Day 2 | 5-Minute Mentor

Be sure to stop into the CS Ops Lounge during Pulse, located in Room 212 to meet your peers!





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ATTENDEE ACTIONS:

- [Register](#) for Pulse 2025
- [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 #Pulse2025

QUESTIONS?

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