

Your KnowBe4 Customer Success Team

All KnowBe4 customers receive a special commitment from us: We want to make your initial onboarding and ongoing customer experience **incredibly easy** and **wildly successful**.

Serving as your primary point of contact, your dedicated Customer Success Manager (CSM) will become your trusted adviser and will work with you to tailor your program requirements based on your organizational goals, objectives and desired outcomes. Included as part of your product subscription, KnowBe4's Customer Success Team spans the globe, ensuring timely support no matter where you're located.

The KnowBe4 Customer Success team is one of the secrets to our (and your) success, and has resulted in the highest user satisfaction ratings in the entire industry based solely on user-provided feedback. Here's what you can expect from your KnowBe4 customer success experience:



Quick and Easy Onboarding

As soon as your purchase process is complete, your dedicated CSM will reach out to you within 24 business hours. Your KnowBe4 CSM will ensure an easy, effective and timely onboarding experience, all at no additional cost to you.

Your CSM takes on the biggest tasks of onboarding for you, **significantly reducing the time and effort** required from you and your team and accelerating your time-to-value.



Support Throughout Your Journey

Our Customer Success experts provide continual support post-onboarding to ensure you are getting real results with our platform not just today, but year after year. As we roll out fresh content, new features, product updates and more, we'll ensure you always have access to the latest information in order to **maximize your success** with the KnowBe4 platform.

KnowBe4 CSMs are subject matter experts in all KnowBe4 products and ensure continuous, personalized support so that you get the maximum value from all KnowBe4 products. Additionally, your CSM will act as your liaison for tech support assistance, **reducing time and effort** from your team.



Maximized Value

Through regular meetings and reviews, your CSM helps you to proactively **monitor key metrics** and ensure you get **maximum value** out of your KnowBe4 subscription. In other words, your CSM is dedicated to making your program **wildly successful**, and your users enthusiastic fans.

It's no wonder our customers have honored us with an industry-leading Net Promoter Score (NPS), which measures the willingness of customers to recommend a specific platform, and our average customer satisfaction score is over 98 percent.

