



CUSTOMER EXPERIENCE

# Dedicated to customer success

At Zenefits, we're committed to ensuring our customers get the most out of the products they've purchased. Because adopting new software can feel overwhelming, we create a tailored, phased approach to onboard every unique customer, and coach them through critical milestones.

After purchasing a Zenefits package, our customers work with a Customer Success Manager who oversees all milestones of onboarding and works with them throughout the year.



## Customer Success Manager

Stage **1**

### Configuration

Our expert Implementation Managers take customers through our simple, 3-step implementation process to collect and configure customer data.

Stage **2**

### Enablement & Training

Our Enablement Managers ensure customers learn everything they need to know to get the most out of Zenefits.

Stage **3**

### Continuous Customer Care

The Customer Care team is the hub of customer support and advocacy at Zenefits. Whether it's helping with a simple question, solving a complex issue, or refining product copy to make our product easier to use, our Zenefits Customer Care team knows our customers inside and out, and we do everything necessary to ensure a consistently positive experience.