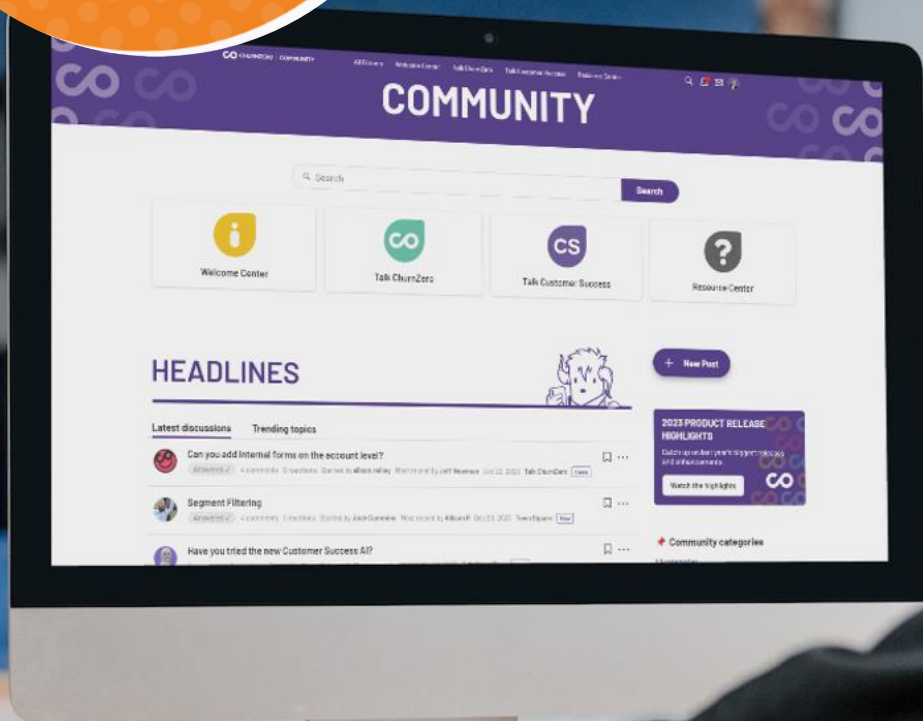




CHURNZERO COMMUNITY

Ambassador Program 2024


COMMUNITY
AMBASSADOR



What is the ChurnZero Community

The ChurnZero Community is a collaborative space for ChurnZero customers worldwide to share knowledge and useful resources, ask questions, and learn from each other's successes and challenges.

ChurnZero customers span countless industries, sizes, and geographic locations, which means their focuses, team structures, and processes look different. The Community is a space for ChurnZero users to build a network of peers to ideate and share best practices that work for *them*.

We want the ChurnZero Community to be one of our most powerful customer benefits, connecting like-minded professionals on the quest for exceptional CS.

Community discussion categories



Talk ChurnZero

A dedicated space for ChurnZero product questions, tips, and best practices!

Leverage a network of product experts and fellow users to determine the best ways to leverage features, see what configurations have had the most value for other teams, and more!



Talk Customer Success

A dedicated space for all things customer experience!

Need a sounding board on renewal ownership? Need help developing a competency matrix? Ask your fellow CS pros!

Wrote a blog on digital CS? Did your team have a huge win? Share it!

What are Community Ambassadors?

As a Community Ambassador, your mission is to help make the Community an active hub of knowledge and support for your fellow ChurnZero users.

This troop of Community champions:

- Keeps discussions and ideas flowing
- Encourages others to join the Community
- Welcomes all new users and helps them get the most out of the Community
- Creates a positive and engaging environment for fellow members

What makes a great Ambassador?

- **Regular Community engagement:** Make your voice heard! Every week, you should post questions, share tips and resources, start discussions on observations or successes, and more! Keep an eye out for posts lacking responses – offer assistance and encouragement, and tag others to chime in.
- **Product knowledge:** First things first, [get ChurnZero certified](#)! You don't have to be an expert, but a great ambassador helps get answers! Provide suggestions on Academy courses, Knowledge Base articles, or resources that might help your peers.
- **Positivity:** Greet new members, celebrate accomplishments, and cultivate a space encouraging repeated engagement.



Program commitments

Each ambassador term will span five months. Want to stay on longer? Just ask!

Ambassadors must:

- **Attend three meetings** with fellow ambassadors and Community managers:
 - Program kick-off
 - Mid-term check-in
 - End-of-term debrief
- **Dedicate 30 minutes per week to Community engagement.** Want to do more? Be our guest!

What's in it for you?

Bragging rights, of course, but you deserve a little something extra:



Community Ambassador Badge:

Showcase your dedication and expertise, gaining recognition among our entire customer base, within your business, and on LinkedIn.



Early access:

Ambassadors and their teams automatically receive early access to new features as opportunities arise.



Speaking opportunities:

Participate as a guest panelist on monthly Virtual RYG webinars or in-person events.



Showcase your success:

Be a guest writer for our widely read Fighting Churn blog, reaching 15,000 Customer Success practitioners weekly.



BIG RYG discounts:

Receive an ambassador-only discount to attend ChurnZero's annual leadership summit, BIG RYG.



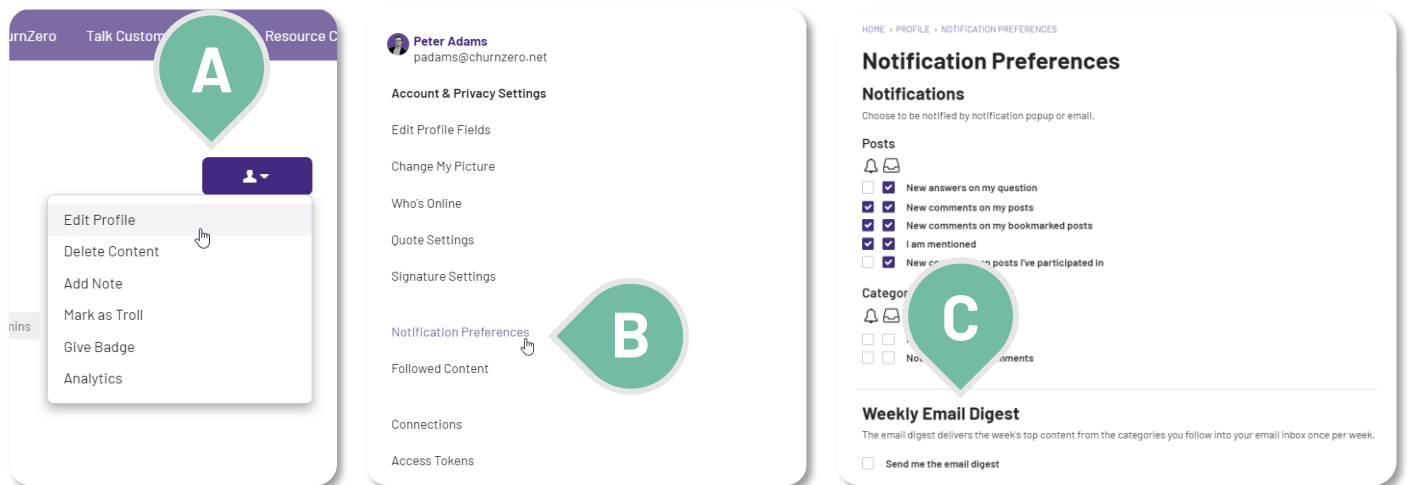
Exclusive swag:

Flaunt ChurnZero and ChurnZero Ambassador swag at in-person events and be acknowledged for your invaluable contribution.

Helpful hints

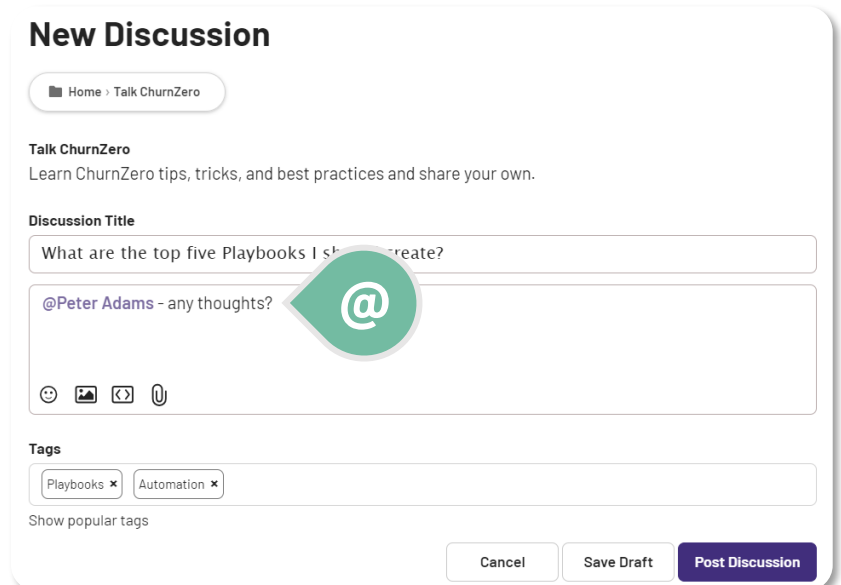
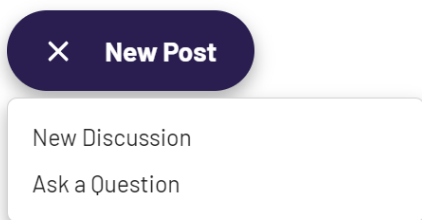
Activate the weekly email digest:

Stay current on posts from your followed Community discussion categories with the weekly email summary. Follow categories and subscribe to the digest from your Community user profile.



Tag others in posts and comments:

Mention other members in your posts or comments to bring them into a thread they might find interesting or be able to contribute to. Tag fellow users with the "@" symbol and they'll get a notification they've been mentioned.



Helpful hints

Filter posts:

We recommend starting your weekly activities by filtering for unanswered questions or posts to see if you can provide your insights or tag someone you know could provide great advice.

Filter Posts

Post Type

Question X

Post Status

Unanswered X

Tags

Select...

Clear All

Apply

Filters allow you to narrow in on posts by:

Post Type e.g., Questions or Discussions

Post Status e.g., Answered or Unanswered

Tags e.g., ChurnZero feature or industry topic keywords

Is it possible to use a merge field in a URL on a st

We are looking to redirect to an external source using th
themselves can be used in the thank you message but ce

Answered

Unanswered

Merge Fields

11 views

1 comment

Talk ChurnZero

New

You'll know that a question post is answered when the "Answered" pill appears.

Questions? Email Peter Adams at padams@churnzero.net.

We're excited to have you as an ambassador and are here to support your success in every way possible!

