

**GROWING YOUR
REVENUE IS OUR
BUSINESS.**

wave

SUCCESS

Customer Success Outsourcing

Customer Success Agents help you to maximize customer lifetime value and drive predictable revenue growth.

Why Outsource?

Dedicated to Your Company

Wave provides B2B companies with dedicated, fully managed Customer Success Agents (CSAs) that utilize your @domain.com.

Flexible Pricing Options

Every company is unique and pricing needs to be flexible. We offer a flat subscription with optional commissions or bonuses dependent on your organization.

Powered by Wave

Our certification with leading software platforms ensures your Customer Success Agents (CSAs) are equipped for success and you're in control of all data for full transparency and realtime reporting.

Revenue Growth

Wave is focused on optimizing revenue operations for our clients, from lead generation to customer renewals. We've developed comprehensive services that address every stage of the sales funnel, empowering clients to achieve faster growth, forge stronger partnerships, and expand their reach into new markets.

Overview

Customer Success Agents (CSAs) play a critical role in the B2B world, acting as the bridge between companies and their customers. They ensure customers achieve their desired outcomes and maximize the value they get from the company's products or services.

By proactively engaging with customers, Customer Success Agents (CSAs) can reduce churn, Increase customer lifetime value, Improve customer satisfaction, drive referrals, and Identify new opportunities.

Challenge

While Customer Success Agents (CSAs) offer numerous benefits, implementing and managing a successful team comes with its own set of challenges. Finding qualified candidates can be difficult which can drive up salaries, resulting in a higher cost burden of recruitment, in addition to training, infrastructure, employee benefits and oversight.

Solution

Outsourcing with Wave provides businesses with dedicated Customer Success Agents (CSAs) with a straightforward subscription agreement.

Benefits

Customer Success Agents (CSAs) can become your catalyst in achieving sustainable customer success and maximizing lifetime value.

Engagement

By proactively identifying at-risk customers and implementing tailored retention strategies, Contracted Customer Success Agents (CSAs) work alongside your in-house team to significantly improve customer retention, manage customer expectations through clear communication and regular updates, and drive revenue growth by identifying upsell and cross-sell opportunities and driving customer adoption of new features.

This dedicated support empowers Customer Success Managers (CSMs) to focus on strategic initiatives and achieve optimal customer success, promoting seamless customer journeys, strengthening customer relationships, and fostering brand loyalty.

Please contact Wave for more information.

Your Best Partner™

RevOps: in our DNA, driving your growth

At Wave, revenue operations (RevOps) isn't just an approach, it's the very fabric of our being. It fuels our mission to propel businesses towards rapid growth, ensuring your success is interwoven with every aspect of our approach.

This deep commitment to RevOps stems from the very core of our leadership. Our two founders, veterans of the sales and marketing world with extensive experience in television and Fortune 500 companies, bring a wealth of knowledge and expertise to the table. They understand the challenges and opportunities businesses face, and they've built Wave to be the ultimate partner in your growth journey.

Our focus is on streamlining RevOps for our clients. As a result, Wave provides strategies that address sales, marketing and customer success. Each contributing to building pipeline, accelerating deal cycles, and improving relationships. Our mission is to ensure you have the ideal customer experience and that we become your best partner.