

Blink login is only on the app, so LastPass can't be used:

Username: team@sndspc.com

Password: TeamRocks2023!

(Maybe without the !)

[Support and Success CRM Guide](#)

[Automated Customer Success Flow Emails](#)

[Brad's Preferred Success Tracker in Google Sheets \(Old CRM\)](#)

Solution ideas:

- Need utilization tests
- Spontaneous deals
  - No prime-time hours
- Credit rewards
- Free booking every X bookings
- Reminders of why to book
- Tag photos of a booking for reward
- Invitation to jam session
  - Add a "open to jam session" checkbox to bookings
  - Hubspot market-specific list/subscription to receive updates
- Clearance fire sale hours