

WEEK FIVE TASK

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Track: Customer-Success-Management-Track-ntb3.

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Question 1: Tracking my progress!

Go back to the areas of improvement you identified in Week 2.

Based on those areas, list at least three personal metrics you can track to measure your progress as a Customer Success Manager.

For example, response time to client emails, improvement in product knowledge (weekly/monthly), per client, etc.) and what success would look like for you).

For each metric, note how you will track it (weekly, monthly, per client, etc.) and what success would look like for you.

Answers

Here are three personal metrics I can track to measure my progress as a Customer Success Manager, how I would track it and what success outcome would be.

1. Response Effectiveness in Conflict Situations

Tracking Method: I would track each client conflict by focusing on situations where a customer expresses significant dissatisfaction or anger towards a product or service rendered. I can also log each incident and then note the steps taken and its outcomes. More like a weekly check in of customer interactions where conflict occurred, resolved and methods used to. Using a simple scoring system can be of great help for example Positive Resolution, Neutral, Negative Outcome for each case.

What Success would Look Like: 80–90% of conflicts resulting in positive or neutral outcomes within three months. Reduced escalation rate from dissatisfied customers over time. Success would be a 90% positive resolution rate for all logged conflict cases because each case is now being reviewed which can increase the rate of customer satisfaction. A positive resolution means the customer's energy shifted from negative (angry, dissatisfied) to neutral or positive, and they agreed to a mutually acceptable solution. This metric will directly measure my ability to effectively manage difficult conversations with customers.

2. Customer Negotiation Outcome

Tracking Method: conducting Monthly self-assessment and peer/manager feedback after key negotiations have been made with customers. I would then track the percentage of successful negotiations like those who made service renewal and those who did not with the question of why if the negotiation pattern I used worked on a client then it's time to make it more effective. I would then track this per negotiation event with some customers probably using contract renewal, or pricing discussion also using a simple log to note the original customer request or demand and the final agreed-upon outcome.

What Success would Look Like: At least a 20% improvement in successful negotiation outcomes within three months can be possible. There could be an Increased confidence score from peer feedback may be moving from 3.5 to 4.5/5 which isn't really bad. The Success rate would be 75% or higher of achieving a great negotiating outcome, where the customer feels heard and valued, and the company's interests are protected. This metric would help me measure my ability to find a common ground and avoid mistakes that bring down the business and customers goals.

3. Customer Satisfaction Post-Issue Resolution (CSAT)

Tracking Method: When my (Quantitative CS metrics) CSAT scores are received from customers after an issue has been resolved. Number of positive vs. negative comments related to the conflict handled. Collecting CSAT survey data weekly after support tickets or conflict resolutions also Using open-text survey fields to perform some basic analysis either positive, neutral, negative tone from Comparing CSAT scores before and after implementing improved negotiation and conflict management techniques.

What Success would Look Like: Achieving and sustaining an average CSAT score of 4.5/5 or higher within 90 days. Reducing negative feedback related to conflict resolution by at least 30%. Increased customer willingness to renew, upgrade, or refer services also resulting in increased NPS score and decreased Churn rates.