

Technical Customer Success Manager

Drive agreement success anytime, anywhere with DocuSign Support

Get the most out of your Agreement Cloud solution with designated and preventative support from a **technical customer success manager** (TCSM). The TCSM serves as your primary support expert and product advocate designed to help you:

- **Ensure supportability** by aligning your roadmap to needs of business critical applications
- **Mitigate risk** with escalated issue resolution and direct access to product experts
- **Maximize uptime** by proactively monitoring technical health and performance

Services engagement scope

A TCSM will be responsible for the following activities:

Lifecycle support	Proactively helps navigate the complexity of new product functionality, APIs, and configuration best practices; ongoing support during major infrastructure and architecture changes
Issue resolution	Prioritizes and resolves issues fast with in-depth knowledge of your technical account history and serves as a direct link to the DocuSign engineering and IT operations teams
Support blueprint	Maintains a technical support account profile of your Agreement Cloud infrastructure, architecture and key integration dependencies to ensure supportability of business critical applications
Mitigation and optimization	Actively monitors platform telemetry and global support engagement to provide guidance on technical risk mitigation and optimization
Product advocate	Facilitates collaboration by advocating for your product needs and providing visibility into the DocuSign product roadmap; enabling two-way transparency into development processes

Services at a glance

Best for

Enterprise Premier customers¹ who need proactive monitoring of technical health to mitigate issues before they start

Customers that value a designated expert that knows their business

Products covered

All DocuSign products

4.8/5

Customer rating²

- 1 Available to customers with monthly product subscriptions starting at \$20K
- 2 Gartner Peer Insights, January 2, 2022, CLM Service & Support

We are the Agreement Experts

DocuSign's Customer Success team provides comprehensive solutions and success capabilities including professional services, adoption and enablement programs, and support plans to help you accelerate time to value and outcomes for your business.

Our Agreement Experts are with you every step of the way to help you get started, drive adoption across your organization, optimize your solution and discover new opportunities with the DocuSign Agreement Cloud. To learn more, contact your account team or sales@docusign.com

About DocuSign

DocuSign helps organizations connect and automate how they prepare, sign, act on and manage agreements. As part of the DocuSign Agreement Cloud, DocuSign offers eSignature, the world's #1 way to sign electronically on practically any device, from almost anywhere, at any time. Today, over a million customers and more than a billion users in over 180 countries use the DocuSign Agreement Cloud to accelerate the process of doing business and simplify people's lives.

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