



WHAT CAN YOU EXPECT FROM US?

Our diverse team brings expertise to help you navigate the evolving strategies of Shop Boss shop management. While most SMS providers only provide reactive customer support, we specialize in proactive customer success. We map your current processes and define new ones that will help accelerate your shop's growth & efficiency.

SILVER GOLD PLATINUM ENTERPRISE

ONBOARDING

Data Migration Assistance*	✓	✓	✓	✓
Product Tours	✓	✓	✓	✓
Application Setup Training Sessions (1:1) – 15 min		1	2	CUSTOM

CUSTOMER SUCCESS MANAGEMENT

Weekly Webinar Series	✓	✓	✓	✓
Customer Success Management		✓	✓	✓
Custom Training / Train the Trainer (1:1) – 30 min			1	✓
Custom Reports (12 mo period)		1	2	CUSTOM
Quarterly Business Reviews (VIP)				✓
Executive Leadership Alignment				✓

CUSTOMER SUPPORT SERVICES

Phone Support	✓	✓	✓	✓
Email Support	✓	✓	✓	✓
Help Center Articles	✓	✓	✓	✓
Shop Boss Community	✓	✓	✓	✓
Live Chat Support	✓	✓	✓	✓
24/7 Emergency Support				✓
Dedicated Account Management				✓

ADD-ONS



1:1 Training Session
(30 mins)



Premium Support



Custom Reports



On-Site Training