

Smaller Teams, Bigger Impact

CS in the Age of AI

Elias Torres, founder and CEO of Agency

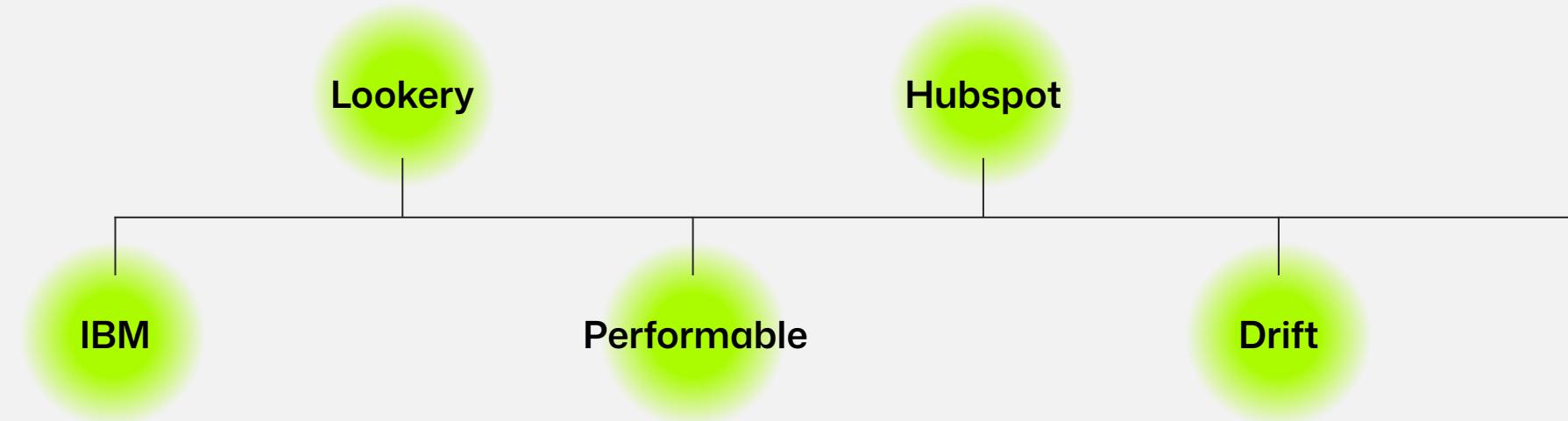
Customer Success Manager

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TIMELINE



FOUNDER

AEs. SEs. AMs. CSRs.
CSMs.

QBRs. Surveys. Reports.
Handoffs. NPS scores.

Salesforce. Gong. Gainsight.
Superhuman.

CUSTOMER

A woman with short brown hair and glasses, wearing a grey pinstripe suit, is leaning against a large blue water cooler. She is looking directly at the camera with a neutral expression. The background is a blurred cityscape at dusk or night.

HUMANS ARE THE CUSTOMER EXPERIENCE BOTTLENECK

THE TRANSFORMATION

Today's Onboarding:

Week 1: Wait for kickoff

Week 2-4: Manual setup

Week 5+: Weekly check-ins (maybe)

RESULT: 90 DAYS TO VALUE

AI+Human Onboarding:

Day 1: Copy and pasting to help AI know your goals

Day 2: Still copy and pasting

Day 3 - ∞: More copy and pasting

RESULT: VALUE PLATEAUS

AI-Led Onboarding:

Minute 1: AI already knows your goals

Minute 2: Personalized workspace ready

Minute 3- ∞: Continuously learning

RESULT: <1 HOUR TO VALUE



**NOW APPLY
THIS TO
EVERYTHING**

**One AI.
Every moment.
Every customer.**

Feature Adoption?

→ *AI demos personally when each user is ready*

Usage Dips?

→ *AI intervenes before it becomes churn*

Expansion?

→ *AI nurtures opportunities 24/7*

Renewals?

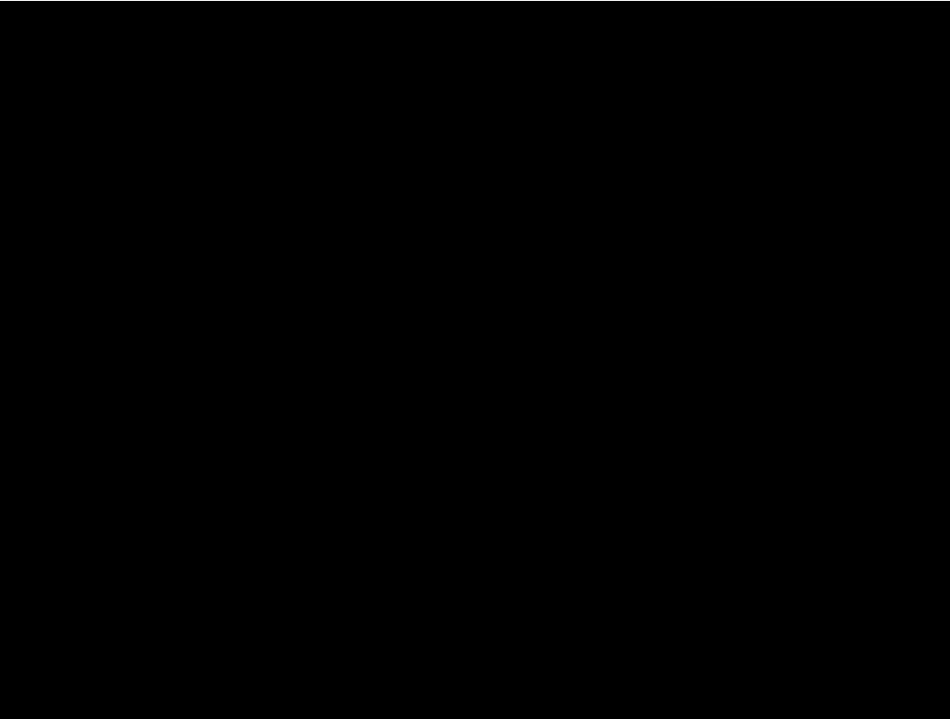
→ *AI handles seamlessly*

**I am not
building a
note taker.**

**I am not
building a
chatbot.**

**I am not
building a
call recorder.**

THE FIRST SUPERINTELLIGENT AI CO-WORKER



The Future of Customer Success



**I want to give you back
your agency.**



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