Customer Success and Customer Support Sync

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CS and Support and the most customer-facing teams in any organization. It's critical that these teams don't work in silos, but rather are in complete sync with one another. This bi-weekly sync will ensure they do just that.

☐ **Icebreaker**

Summary: Next Steps:

_____   _____
_____   _____
_____   _____

☐ **Major news and updates from Customer Success**

Summary: Next Steps:

_____   _____
_____   _____
_____   _____

☐ **Major news and updates from Customer Support**

Summary: Next Steps:

_____   _____
_____   _____
_____   _____

☐ **Key dates to keep in mind**

Summary: Next Steps:

_____   _____
_____   _____
_____   _____

☐ **Feedback exchange: Share one piece of feedback for each team**

Summary: Next Steps:

_____   _____
_____   _____
_____   _____

☐ **Any roadblocks that we need to address?**

Summary: Next Steps:

_____   _____
_____   _____
_____   _____

☐ **Who deserves a shoutout?**

Summary: Next Steps:

_____   _____
_____   _____
_____   _____

Want meeting notes like this with no extra work?

With Hypercontext by Spinach, every meeting has a shared