



Cofense Client Success

HELPING CUSTOMERS ACHIEVE THEIR GOALS



Cofense has a full-time team dedicated to helping our clients achieve their goals and meet success criteria. Our team monitors and tracks key metrics and trends over time for all of our client accounts across the full company portfolio.

Your Client Success Analyst (CSA) will focus their efforts on:

- Regular account reviews
- Quarterly business discussions
- Facilitating conversations and analyzing metrics
- Providing program guidance and sharing best practices
- Being your partner in keeping your program on track for results



Your CSA also serves as a point of contact and as your advocate. They connect clients with the right resources, take feature request feedback, and serve as the go-to person for anything a client may need. Our team is relentlessly dedicated to helping our clients achieve their goals and believe that great service is just as important as a great product.

Onboarding and Training (OBT)



Cofense delivers a best-in-class Onboarding experience. Whether you are a new client or have a new operator, our training team is here to help. Our team ensures that you get the one-on-one product training you need to get your phishing defense program up and running quickly. In addition, OBT offers advanced training as you continue along your journey, helping you take your program to the next level.

Clients also have access to Cofense's online Community, where they can participate in discussions, share ideas, solicit feedback, and obtain product documentation on both existing features and new releases. This is part of your subscription with Cofense and is offered to clients at no additional cost.

Technical Operations Center

The award winning, global, Cofense Technical Operations Center (TOC) delivers exemplary product support to clients at no additional cost. Engineers at every tier are fully trained, subject-matter experts (SMEs) resolving most issues in less than 24 hours. They are passionate about going the extra mile to ensure your program is a success and maintain a consistent customer satisfaction (CSAT) of over 99%.

The Cofense Technical Operations Center may be reached, 24x6, through multiple channels:

- Service Portal
- Live Chat
- Phone
- Email
- Cofense Community

