## DELIGHTING 10 Inspiring Quotes on Customer Success 2014 Curated by MindTickle - All rights reserved. - Photo by Martin Hricko

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## Customer success is about more than delivering service or support.

LINCOLN MURPHY, SIXTEEN VENTURES

## Give one person responsibility for listening to your customers and authority to act on what they hear.

GUY LETTS, CO-FOUNDER OF CUSTOMERSURE

Make everyone think about things from the customer's perspective... ...design how things work jointly with your customers.

MIKE GRAFHAM, YAMMER CUSTOMER SUCCESS, MICROSOFT

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Companies need to prove their worth...if they wish to win their customers' loyalty.

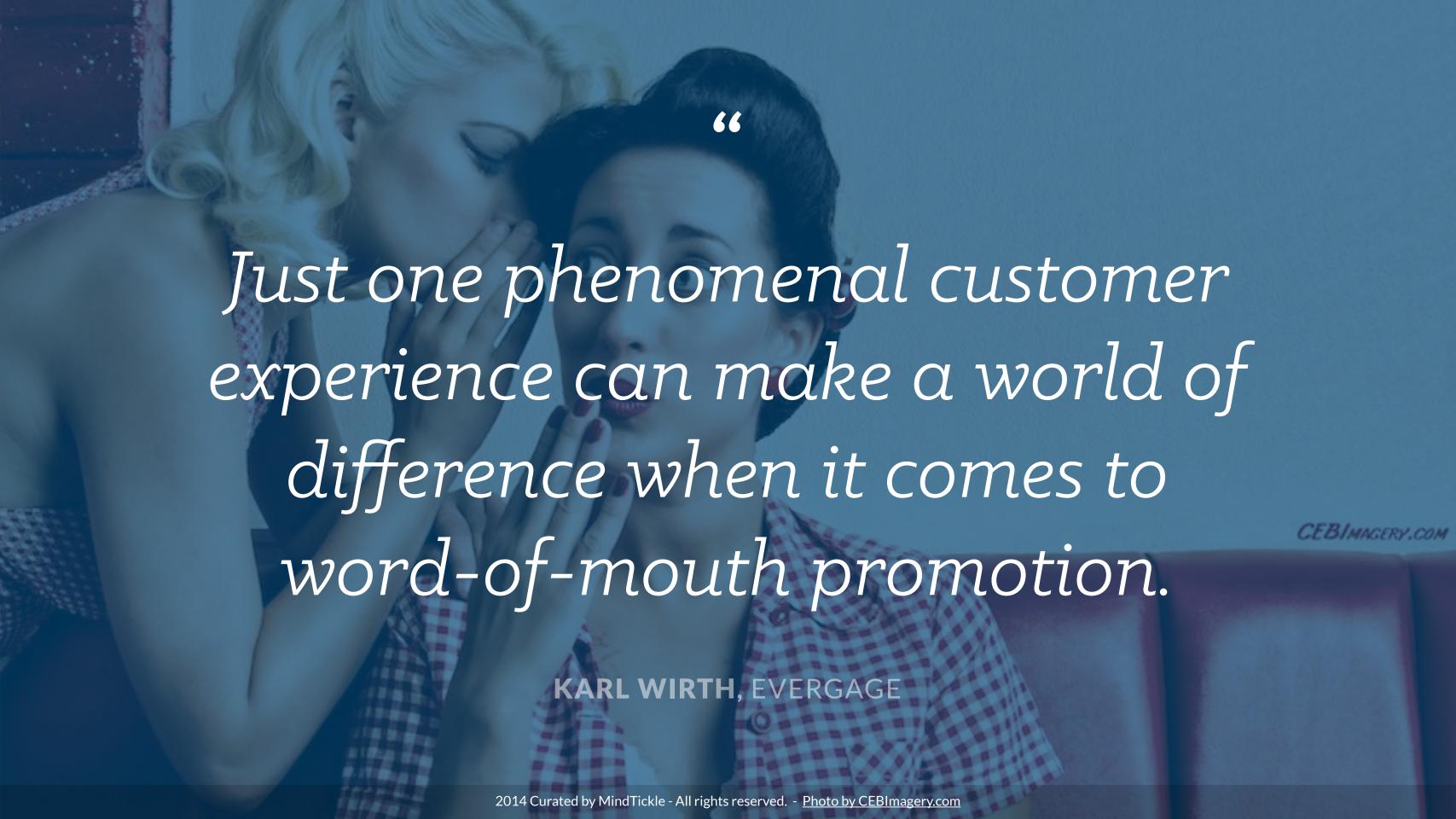
KAISER MULLA-FEROZE, TOTANGO



Focus less on being at the top of every social media channel and more on building easy ways for customers to contact you.

RICHARD WHITE, USERVOICE





Smart companies have realized that customer loyalty is the most powerful sales and marketing tool that they have.

**BILL PRICE**, DRIVA SOLUTIONS

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With the shift to the SaaS model, the connection between your customer's success and your success is much more direct and felt more quickly.

KEN LOWNIE, KEN LOWNIE CONSULTING PARTNERS

Make sure every single employee in your company knows precisely what value your customers are seeking and how he or she can impact it.

TOM KRACKELER, FRONTLEAF