

A young girl in a winter coat and hat is running joyfully in a city street. The image has a blue overlay and text. The word "DELIGHTING" is written in large, white, bold, sans-serif capital letters. Below it, the text "10 Inspiring Quotes on Customer Success" is written in a smaller, white, italicized serif font. At the bottom, there is a small line of text in a white sans-serif font: "2014 Curated by MindTickle - All rights reserved. - Photo by Martin Hricko".

DELIGHTING

10 Inspiring Quotes on Customer Success

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

LINCOLN MURPHY, SIXTEEN VENTURES

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

GUY LETTS, CO-FOUNDER OF CUSTOMERSURE

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*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

IN CASE OF FIRE
USE STAIRS FOR EXIT
DO NOT
USE ELEVATOR

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*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

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The biggest barrier to customer success is CEOs not making it an important part of the culture.

NICK MEHTA, GAINSIGHT

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Just one phenomenal customer experience can make a world of difference when it comes to word-of-mouth promotion.

KARL WIRTH, EVERGAGE

CEBIMAGERY.COM

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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

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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