

Microsoft Store Customer Success Training



What is a Microsoft Store Customer Success Training?

Microsoft Store Customer Success Training is a program to help drive impactful utilization of Microsoft products across your organization. Sessions are use case centric, hands-on and driven around in-app learning.

What should I expect?

Training sessions are conducted at the customer site or virtually and are centered around the customer's unique needs. Attendees are on their devices, working in-app, alongside the trainers as they demo features, navigation and collaboration. These customized trainings will resonate across any industry and can accommodate large and small groups across multiple geographies. Our Microsoft Teams sessions are having an incredible impact given the current need for companies to empower their employees to work remotely. We will cover insights across multiple solutions/areas:

Experiential learning

An overview of application functionality across desktop, mobile and online apps

Tailored to unique use cases

Customized training tailored to your unique productivity and collaboration scenarios

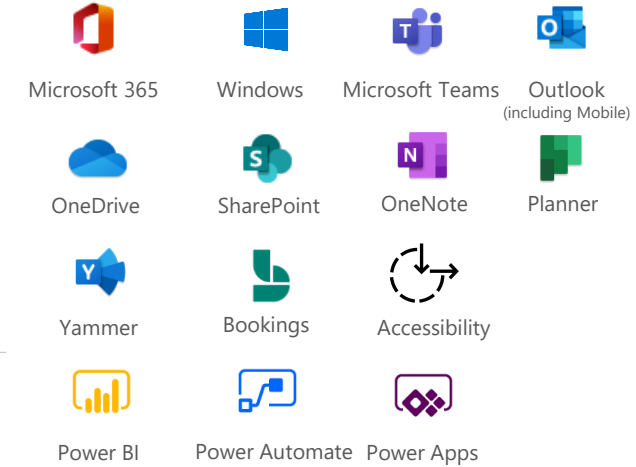
Deep dive on key points

Showcasing best practices, as well as tips and tricks from Microsoft Store Firstline Workers

Insights on integration

Informing users on how individual workloads integrate securely across Microsoft 365

Trainings Offered



What does a Microsoft Store Customer Success Training include?

Leading up to the session, we coordinate with you to understand the unique needs of your business. Multiple alignment meetings will frame our approach and curriculum, making sure the content lands and your strategic goals are being met.

- 1 Flexible format**
Get started with a 60-minute training session. Additional sessions can be added based on your specific needs.
- 2 In-person or virtual**
A talented and diverse team of Microsoft Store associates is available to host virtual or in-person training, speaking 120 languages.
- 3 Interactive learning environment**
Attendees explore technology in real-time to get a hands-on experience.
- 4 Hands-on collaboration**
Leaning upon in-app exploration, exercises and demoing, trainers encourage attendees to work within the applications to get a full understanding of the solution.



How do I schedule a Customer Success Training?

Connect with your Microsoft Account Team or Customer Success Manager and they will connect with the Microsoft Stores Team to initiate the intake and discovery process.