

Customer Success Services Market, Global Outlook and Forecast 2022-2028

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Abstracts

Customer success services providers offer services to educate customer success representatives and customer success managers. Training is administered through in-person interactive or digital workshops designed to increase customer success knowledge and development. A curriculum can be uniquely tailored to a customer success team's needs or delivered via premade modules focused on a specific topic. Performance metrics, certifications, and assessment results are usually offered by these providers for added insights.

Customer success training providers help businesses develop and improve the skills of customer service teams already have and teach new and innovative skills, as well. These workshops are ideal for onboarding new hires or for proficient employees that are looking to master more advanced topics. A typical curriculum might include coverage on customer onboarding, success plan development, and engaging disengaged customers. Other topics commonly covered include customer retention tactics, handling difficult customer scenarios, and customer journey mapping.

This report contains market size and forecasts of Customer Success Services in Global, including the following market information:

Global Customer Success Services Market Revenue, 2017-2022, 2023-2028, (\$ millions)

Global top five companies in 2021 (%)

The global Customer Success Services market was valued at million in 2021 and is projected to reach US\$ million by 2028, at a CAGR of % during the forecast period.

The U.S. Market is Estimated at \$ Million in 2021, While China is Forecast to Reach \$ Million by 2028.

Training Services Segment to Reach \$ Million by 2028, with a % CAGR in next six years.

The global key manufacturers of Customer Success Services include Skillsoft, SuccessHACKER, ServiceNow, Calix, OpenText, Citrix, OutSystems, Customer.io and Winning by Design, etc. In 2021, the global top five players have a share approximately % in terms of revenue.

MARKET MONITOR GLOBAL, INC (MMG) has surveyed the Customer Success Services companies, and industry experts on this industry, involving the revenue, demand, product type, recent developments and plans, industry trends, drivers, challenges, obstacles, and potential risks.

Total Market by Segment:

Global Customer Success Services Market, by Type, 2017-2022, 2023-2028 (\$ millions)

Global Customer Success Services Market Segment Percentages, by Type, 2021 (%)

Training Services

Consulting Service

Others

Global Customer Success Services Market, by Application, 2017-2022, 2023-2028 (\$ millions)

Global Customer Success Services Market Segment Percentages, by Application, 2021 (%)

Large Enterprises

SMEs

Global Customer Success Services Market, By Region and Country, 2017-2022,
2023-2028 (\$ Millions)

Global Customer Success Services Market Segment Percentages, By Region and
Country, 2021 (%)

North America

US

Canada

Mexico

Europe

Germany

France

U.K.

Italy

Russia

Nordic Countries

Benelux

Rest of Europe

Asia

China

Japan

South Korea

Southeast Asia

India

Rest of Asia

South America

Brazil

Argentina

Rest of South America

Middle East & Africa

Turkey

Israel

Saudi Arabia

UAE

Rest of Middle East & Africa

Competitor Analysis

The report also provides analysis of leading market participants including:

Key companies Customer Success Services revenues in global market, 2017-2022
(estimated), (\$ millions)

Key companies Customer Success Services revenues share in global market, 2021 (%)

Further, the report presents profiles of competitors in the market, key players include:

Skillsoft

SuccessHACKER

ServiceNow

Calix

OpenText

Citrix

OutSystems

Customer.io

Winning by Design

Kontent

Hoffman

Corporate Visions

FT Works

Glide Consulting

The Success League

CSMPpractice

Franklin Covey

GrowthPlay

Tri Tuns

Vital Strategies Pte

Cupertino

Success Methods

Pulse+

ICMI

Cisco

CloudHealth (VMware)

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