

# Customer Success Command Center

## Executive Walkthrough

Prepared by Khalil Hickson

## Executive Summary

Customer data was scattered across disconnected tools, limiting the team's ability to identify at-risk accounts. This project delivered a unified command center that consolidated health scores, ticket analytics, and SLA tracking — resulting in a 19-point SLA improvement and 25% reduction in escalations.

## The Problem

- Customer health data fragmented across 4+ tools
- No early-warning system for churn risk
- Reactive workflows leading to missed escalations
- Limited visibility into SLA compliance trends

## The Approach

Built a multi-layered system combining automated health scoring, ticket sentiment analytics, and real-time SLA dashboards. Designed intake workflows to centralize reporting and enable cross-functional decision-making.

## Key Insights

- Accounts with 3+ unresolved tickets in 30 days had 4x churn risk
- CSAT scores below 3.5 strongly correlated with non-renewal
- Ticket volume spikes preceded escalations by an average of 12 days

## Impact

- SLA Compliance: 72% → 91%
- Escalation Rate: 18% → 13.5%

- Risk Visibility: Manual → Automated