



Account Executive



Client Services Representative



Strategic Account Manager



Client Experience



Client Experience Manager

What do they do?

- Supports with all contractual agreements
- Provides warm hand-off and introduction to AlayaCare
- Provides details regarding your project scope and ensures project alignment with your contract

- Leads customers through full implementation process
- Customizes project to meet mutually-accepted goals
- Ensures optimization before implementation is complete

- Supports customers during and post-implementation
- Assists with business-related decisions
- First stop point of contact for customers

- Connects customers to the knowledge base of support
- Provides product, expertise.
- Advocates for customer support needs and ticket resolution

- Oversees client experience associates
- Supports with escalation needs
- Advises on potential training opportunities and solutions.

When do I meet them?

Pre-implementation

Kick off

Kick off

Go live & stabilization

Post-implementation

How do I contact them?

- You will maintain constant communication with your Client Services Associate throughout the implementation process

- Your Account Manager will be your first line of communication post-implementation.

- Via Zendesk chat bots and tickets.

- Client Experience Managers can be contacted through Client Experience Associates when escalation needs are required.

