

What to Expect from the Beanworks Experience

The Customer Experience

Our Customer Experience Team is committed to taking care of your customers from the moment they get in contact with us. Throughout their lifetime with us, customers are fully supported by our expert team. As a first step, Beanworks assigns a Customer Experience Specialist (CES) to watch over and triage all transactions that happen on the account. This specialist will act as a concierge who guides the customer throughout their journey.

Essentially, the CES ushers the customer during the onboarding process. They will address any issues, answer questions, and pull in resources when needed. After onboarding, the CES will periodically check in with the customer, review inbound support tickets, and gather product and service feedback to help enhance their experience and help us find ways to make continual, internal improvements to our support protocols.

The Partner Experience

While your customers progress through our onboarding and roll-out processes, our team will ensure that you are kept informed at each step. As a Partner, you will be forwarded all communications during the first several months. Throughout this period, you can take the opportunity to reach out to the Customer Experience Team or the customer directly.

As partners, we want to work in tandem with your efforts and are more than happy to facilitate communication and coordinate conversations between all parties.

Above all, we aim to provide an exceptional level of service and a delightful customer experience.