

Customer Handoff Email:

CS > Support



Hey {Customer Name},

Congratulations on your launch!

I'd like to take a minute and introduce you to our Customer Support Team. Don't worry I'm not going anywhere. I'll be your primary point of contact for strategic advice. The Customer Support Team is here to ensure that you receive the fastest support for tactical questions (i.e. forgotten passwords, data questions, etc.).

I'll keep a pulse on your launch this week and reach out next week with any recommendations that might pop up.

Congrats again and chat soon!

Highlights:

- Congratulate them on their recent launch. This is an exciting time!
- Reassure them that you're still going to be their primary point of contact.
- Let them know that Customer Support is a benefit (not a pass-off, but a hand-off).
- Again with the reassurance, letting them know you're staying close and they can expect to hear from you soon.

