

ZAPSCALE

Customer Success Tech Stack 2024

Adoption

Appcues whatfix walkme BATON SIMULATIONS userlane

Onboarding

CogniSaaS GUIDE^{cx} OnBoard pipefy rocketlane onramp

Project Management

Adobe Workfront asana Basecamp
ClickUp monday.com P
smartsheet Trello wrike

Scheduling

appointy Calendly
CHILI PIPER Doodle
Setmore SimplyBook.me
Square Zoho Bookings

AI

ChatGPT DRIFT edesk FATHOM Help Scout userpilot
Microsoft 365 Copilot MeetGeek MonkeyLearn Otter.ai Update AI

Customer Feedback

Ask Nicely Delighted involve.me qualtricsSM SurveyMonkey Medallia
USERVOICE WOOTRIC Typeform survicate XEBO.ai surveyD sparrow

Product Analytics

Amplitude CleverTap fullstory Gainsight PX Heap hotjar
involve.ai holl mixpanel pendo segment ZEOTAP

Communication & Collaboration

Gmail loom
Trello Google Sheets T smartsheet
WhatsApp N zoom
slack asana

Advocacy

Base Birdeye
nicejob influitive
Referral Factory slapfive
UserEvidence synup

Analytics and Reporting

X Zoho Analytics OCTOBOARD Power BI Google Data Studio
whatagraph Salespanel + a b l e a u ProWorkflow

Customer Education

Bloomfire Confluence higher logic INVIDED By Gainsight
INTELLUM Khoros skilljar vanilla VERINT

CRM

pipedrive Microsoft Dynamics 365 nimble salesforce
Apptivo HubSpot ontraport ZOHO

Support

freshdesk Help Scout
INTERCOM
LiveAgent

Customer Success Platforms

Catalyst CHURN360 Custify ZAPSCALE CHURNZERO
EverAfter Gainsight involve.ai planhat smartkarrt
Vitaly client success STARTDELIVER Totango

Subscription Management

billsby Chargebee chargify MAXIO
Recurly sage stripe ZOHO
Intacct