

From Ticket Queues to Revenue Lift

TeamSupport Customer Intelligence

Turning support data into account-level business intelligence for B2B & SaaS organizations

Every customer interaction contains early indicators of health, growth potential, and operational friction. TeamSupport doesn't just help you support your customers. It helps you turn buried support data into intelligence your teams can act on. Know which customers are ready to grow, which are quietly churning, and where your product needs to improve, while proving revenue impact to leadership.

6 Core Operational Intelligence Capabilities

Customer Distress Index

01

Real-time health scoring across ticket volume, sentiment, response times, and product usage with automated predictive interventions tiered by ARR.

AI-Powered Trend Detection

02

Agentic AI continuously scans for emerging patterns and sentiment shifts, surfacing systemic issues early, i.e. outages, buggy release, for proactive response.

ARR-Integrated Ticket Reporting

03

Financial data integrated directly into the workflow lets teams filter and prioritize by ARR impact and renewal date, not just timestamp, to protect NRR.

Expansion Signal Identification

04

Tickets disguised as "how do I work around Y?" are buying signals. TeamSupport identifies these at scale and connects them to existing upgrade paths.

Cross-Functional Intelligence Bridge

05

Unite Support, CS, and Product around a shared business case, replacing anecdotes with financial reality: \$420k in ARR at risk due to this reporting friction.

Feature Adoption Visibility

06

Pinpoint which accounts have and haven't adopted key features, enabling CSMs to run targeted activation campaigns that drive stickiness and renewals.



Why TeamSupport

The Strategic Advantage

Account-level intelligence that connects support signals to revenue outcomes across the full B2B lifecycle

TeamSupport helps you understand your customers and turn support data into revenue-driving insight. In a world where point solutions create silos, TeamSupport was built to unify post-sale teams around one connected platform and one complete customer view.

Where TeamSupport Wins

- **Lifecycle Alignment**

Connect the dots across the entire customer journey, from onboarding friction to renewal predictability, in a single platform.

- **Agentic AI**

Our native AI performs real operational work by monitoring, evaluating, and acting to deflect tickets, not just generating text summaries.

- **Data Activation**

We don't just store data. We provide the framework to operationalize it and drive Net Revenue Retention across the business.

360° Customer Intelligence

- **One Platform, Entire Post-Sale Journey**

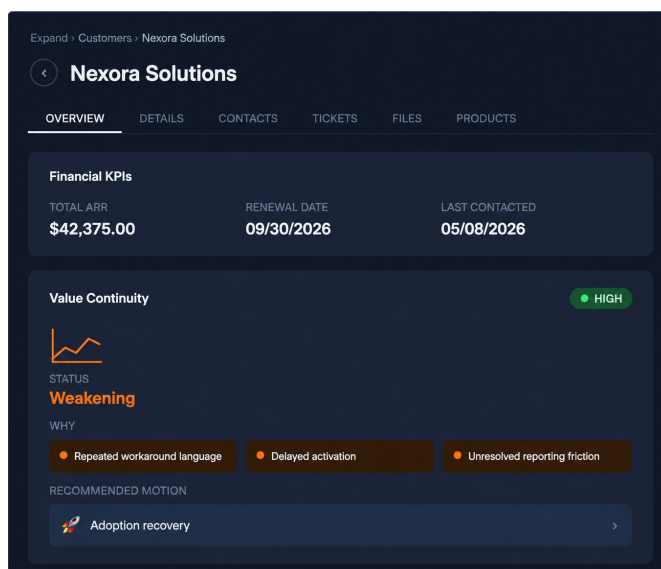
From deal close through renewal, a single system of record and system of action for every customer-facing team.

- **Account-Level Intelligence**

Insights built for B2B, not ticket noise: contextual risk scores, distress signals, and expansion readiness tied to revenue.

- **Drive Action, Not Just Insight**

Automated playbooks and real-time triggers turn signals into outcomes before churn becomes a spreadsheet entry.



**Stop managing a queue.
Start activating your signals.**

TeamSupport turns support into a strategic partner to the business.

[Request a Demo](#)