

The AI-Native Customer Operations Platform For B2B

Lifecycle Coverage Model

ONBOARD

SUPPORT

RENEW

EXPAND

Core Platform Features

Support Ticketing

Omnichannel B2B ticketing with account workflows and AI triage.

Messaging & Live Chat

24/7 AI-native branded chat that feeds directly into the core workflow.

TeamSupport AI

Distress signals, enhanced routing, and ticket summarization.

Customer Playbooks

Real-time triggered automation across the full lifecycle.

Insights & Analytics

Customer intelligence and product usage dashboards.

Drive Value Continuity

TeamSupport maintains value continuity by ensuring customer value does not break down during moments of friction, support escalation, or disconnected workflows. By unifying onboarding, support, and success teams around shared operational intelligence, our platform helps protect adoption, retention, and expansion across the customer lifecycle.

Lifecycle Outcomes

ONBOARD

Faster activation & TTV

Track setup friction, flag adoption gaps, accelerate time-to-value.

SUPPORT

Increased product adoption

Prioritize by business impact: ticket severity, sentiment, and revenue at risk.

RENEW

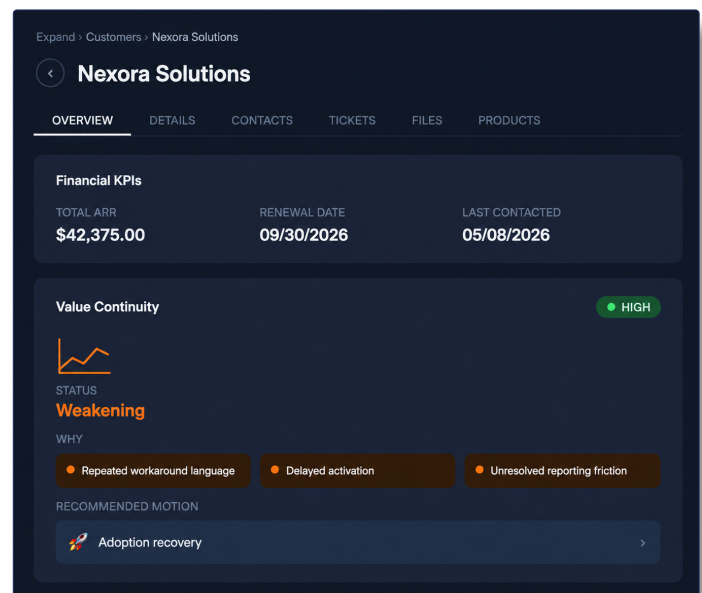
Improved net retention

Monitor escalation trends and sentiment to get ahead of churn.

EXPAND

Drive upsell & cross-sell

Surface readiness data from usage, workflow, penetration, and seat activity.



Turn Support Operations Into A Revenue-Critical Retention Engine

One Intelligent Flow, Full Lifecycle Coverage

One connected system to drive onboarding, support, renewals, and expansion with ARR contextual awareness.

Unify Disparate Signals



Merge support, CRM, and product feedback into a single account view.

Interpret Risk & Opportunity



Contextual intelligence purpose-built for B2B account dynamics.

Orchestrate Action



Automated playbooks and workflows that fire at the right moment.

Drive Revenue Outcomes



Protect ARR through expansion, churn prevention, and net retention.

Why Teams Are Stuck



Fragmented point solutions

Support, success, and product teams each run separate tools. Data never converges into a single account view.



Blind spots at every handoff

No accountability across the lifecycle. Churn signals go unnoticed until it's too late to act.



Support data is underutilized

The richest signal in your business sits siloed in your help desk. Ticket volume, sentiment, escalation trends: none of it flows to the teams who need it.



AI is bolted on, not baked in

Generic copilots layered onto legacy SaaS platforms have no shared context of the account or revenue awareness, causing blind spots.

The TeamSupport Difference



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, not ticket noise

Insights built for B2B: contextual risk scores, distress signals expansion readiness tied to ARR.



Drive action, not just insight

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



AI-native from the ground up

Every workflow, signal, and handoff is built around intelligence. TeamSupport doesn't add AI to your process; AI is the process.

Your CRM owns the handshake,
TeamSupport owns the marriage.

Ready to unify teams around the customer?
Schedule a demo.

www.teamsupport.com/book-a-demo/

