



TEAM EDITION NYC

SPEAKER SUBMISSION GUIDELINES

Thank you for your interest in speaking at our Customer Success Summit – Team Edition. By speaking at this event, you will receive professional recognition for your accomplishments, raise your industry profile, and establish yourself as a thought leader in your field. Here's a list of guidelines to help you get started.

PLANNING YOUR SUBMISSION TOPIC

Customer Success Summit is focused on sharing best practice methodologies, ideas and business strategies that drive actionable insights. Below are a few suggested topics to consider and reference for your session.

- Scaling your organization for impact
- Value realization: delivering on the promise of customer success
- Organizational alignment: customer success is everyone's business
- Defining the right goals and KPIs for your business
- Crawl, walk, run: Deployment approaches that work
- SuccessBLOCs: Agile framework for rapid results

SESSION FORMAT

When crafting your session, you can choose from the following two formats: Individual Speaking Session or Panel Discussion.

Individual Speaking Session:

Traditional "stand and deliver" sessions with brief Q&A. Share your expertise and experiences in a particular service functional area.

Panel Discussion:

Present your session in a panel format, which may include additional team members, allowing for a variety of expert opinions and experiences to be shared around the chosen subject.

SUBMISSION DETAILS

Session Title: 50-60 characters, no more than 15 words.

Session Description: A short, descriptive abstract, no more than 150 words.

SUBMISSION DEADLINE

July 10th, EOD

HOW TO SUBMIT

Submit your speaking proposal online.

<https://tinyurl.com/yyqognuh>

QUESTIONS?

If you have any questions about any of these guidelines, please contact Lorena Fikes at lorena@totango.com.

Thank you, and we look forward to having you present at our 2019 Customer Success Summit – Team Edition!