

# Customer and Partner Engagement

Practical insights on loyalty, incentive, referral, rewards, and engagement programs that help organizations create stronger customer and partner relationships.



# How a NextBee-Designed Customer Retention Program Helps You Achieve Results



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VP of Customer Engagement



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Let us face it that users want the good service. By providing choice rewards for successful customer engagement, you'll keep your customers returning again and again.

**Before addressing how to form your customer retention program, let's digest some pertinent statistics.**

- 68% Leave and don't return because of how they were treated.
- 14% of people feel dissatisfaction with products and service
- 9% begin doing business with the competition
- 5% seek alternatives
- 3% move away

**So ask yourself, is customer service your priority? If not, why not?**

At NextBee, you are a priority and our customer retention programs can help ensure your customers stay yours.

NextBee's tools are developed with ease-of-use in mind. By utilizing our in-app activity panel, you'll be able to make program adjustments on the fly. With our guidance, you'll demonstrate to your customers just how much they mean to you and your business.

By using our custom metrics and APIs, you can define and track member engagement. Our tools have pro-active triggers, autoresponders, and incentives for reps to guarantee adoption. Throw in 24/7 support from technical account managers, and you can sleep easy at night knowing NextBee is there for you.

NextBee's team of programmers and developers has done the work so you can keep track of every detail of every customer. You'll be able to offer and track special discounts and rewards that [encourage customer retention](#) and longevity.

**Use of customized configuration**

With our automatic synchronization configuration, data from your CRM and ESP systems track customer data. Indeed, our software is compatible with all major networks. Use our customized notifications and auto-triggered alerts to account managers to keep track of everything happening with your campaign.

Our commitment to the program's success ensures you have a partner with your best interests at heart. As our partner, you can take advantage of NextBee's configurable onboarding checklist to ensure a consistent experience for every customer in your program.

[NextBee](#) offers experienced guidance and assistance with segmenting and identifying user groups' patterns that impact customer retention rates.

It's easy to get started. Contact a NextBee representative today.

# Our Pledge to You



“Our relationship with you, our client is a strong partnership between our two companies. We bring to you years of best practices, a complete solution, our commitment, and unwavering dedication to your business’ success.”

## Rohit Singh

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# Learn More About Our Proven Approach

We have worked with 300+ brands and helped them succeed. To learn more case studies

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Align Your Company, Your Teams, And Your Individual Employees To Foster A Company Culture Rooted In Success.



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