

Operating context for post-sale teams.

Quantestic turns scattered customer signals into operating context for customer success, support, and GTM teams managing strategic accounts.

Most teams already have the ingredients for good customer decisions — support tickets, product notes, renewal dates, CRM records, escalation updates, meeting context. The hard part is turning those fragments into an account narrative that is current, trusted, and ready when a customer moment happens. Quantestic reduces that manual assembly work and helps teams understand what is happening, why it matters, and what needs attention next.

01 Ticket triage

Move inbound work toward the right next action with severity, likely causes, and surrounding context.

02 Customer sentiment

Surface tone and directional changes across support, account, and communication signals.

03 Retention

See renewal risk before it becomes a surprise — escalations, usage, support history, sentiment.

04 Account management

Prepare the account narrative for QBRs, executive summaries, and customer reviews from work already logged.

AT A GLANCE

Category	Post-sale operating layer for customer success, support, and GTM teams.
Primary users	Customer Success, Support, TAM, and GTM leaders managing strategic accounts.
Core job	Assemble customer context before escalations, renewals, QBRs, and account reviews.
Best fit	Teams where account context directly affects retention, expansion, and executive visibility.
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— HOW IT WORKS

Connect the systems. Synthesize the signals. Act with context.

01 **Connect**

Bring together the customer systems your team already relies on — support history, account records, renewal context, and the conversations around them.

02 **Synthesize**

Quantestic organizes those signals into usable account context: ticket patterns, sentiment shifts, escalation evidence, and renewal-relevant changes — surfaced with attention to the underlying records that informed the work.

03 **Act**

Teams use the resulting context to prepare reviews, route urgent work, brief executives, and align customer-facing teams around the same narrative — before context goes stale.

— EXPECTED OUTCOMES

Less time rebuilding context, more time improving the customer moment.

Faster escalation review

Give teams the account background and support history they need before a customer issue spreads.

Cleaner account narratives

Turn scattered notes and tickets into a coherent customer story for leadership and customer-facing conversations.

Stronger renewal prep

Help CSM and leadership see risk drivers, recent friction, and proof points in one place.

Better operating visibility

Make customer health, open work, and emerging patterns easier to review across teams.

— GOOD FIT

Quantestic is built for teams where customer context directly affects revenue and trust.

- Customer context lives across several systems, and assembling it is slowing teams down.
- Escalations, support load, and sentiment affect renewals, expansion, or executive visibility.
- TAMs, CSMs, support leads, and GTM leaders need the same account narrative.
- The team wants practical operating context, not another passive dashboard.

— TYPICAL ROLLOUT

Start with the workflow where context already hurts.

STEP 01

Pick the operating wedge

Most teams begin with escalation review, renewal prep, support triage, or a defined account-management workflow.

STEP 02

Map the source systems

Quantestic aligns to the customer records, support activity, and account context your team uses today.

STEP 03

Prove the workflow

Validate whether Quantestic reduces preparation time, improves consistency, and helps leaders see risk earlier.

— TRUST POSTURE

Designed for sensitive customer context.

Tenant separation, least-privilege access, privacy-aware AI workflows, and customer-facing review. Customer data is used to support that customer's workflows and is not used to train shared models across customers. Full security documentation: quantestic.com/security.

NEXT STEP

Bring a real account workflow to the walkthrough — escalation review, renewal prep, ticket triage, or account planning. Book at quantestic.com/book or email admin@quantestic.com.