**Customer Onboarding Guide**  
**Contoso Ltd.**

**Welcome to Contoso Ltd.**

We’re excited to have you on board! Here’s what you can expect in your onboarding journey.

**1. Welcome & Account Setup**

* Receive a welcome email with account credentials and next steps.
* Schedule an introductory call with your dedicated customer success manager.

**2. Product Training & Resources**

* Attend a live or recorded product demo session.
* Access our knowledge base, FAQs, and user guides.

**3. Implementation & Customization**

* Work with our team to customize the product to fit your business needs.
* Set up integrations with other tools if necessary.

**4. First 30 Days Success Plan**

* Define key goals and milestones for your business with our tool.
* Schedule periodic check-ins to ensure smooth adoption.

**5. Ongoing Support & Feedback**

* Get access to 24/7 customer support via chat, email, or phone.
* Share feedback to help us improve your experience.