

# **Memoir.ai — Customer Success Playbook**

Version: 1.0

Status: Product & Market Documentation

Last Updated: YYYY-MM-DD

## **Onboarding Strategy**

Guide users through ingestion and timeline exploration.

## **Retention Strategy**

Encourage narrative generation and archive discovery.

## **Expansion Opportunities**

Introduce advanced ingestion and snapshot workflows.

## **Engagement Monitoring**

Track ingestion completion and active usage.