



Cuemby
Partners



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Cuemby Sales Partners

Customer Service

Compensation & Workflow Guide



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Overview

This guide outlines the compensation structure and workflow for Cuemby sales partners, ensuring clarity on the process from identifying leads to receiving commissions.

Partners play a critical role in expanding Cuemby's ecosystem. By following this workflow, you can effectively engage with potential clients, track your leads, and ensure you receive compensation for successful deals.

Workflow for Partners

1. Identify Potential Clients

- a. Use the **screening worksheet** ([LINK](#)) to assess the client's needs and fit for Cuemby's solutions.
- b. Ensure the client meets the criteria before proceeding.

2. Set Up an Introductory Meeting

- a. Conduct a **discovery call** to understand the client's needs, goals, and pain points.
- b. Utilize the [Prequalification questions](#) or the **PDF version** to gather key information.
- c. If necessary, invite a **Cuemby associate** to participate, depending on partner level and customer needs.

3. Submit the Lead to Cuemby

- a. After the discovery call, analyze the client's needs and submit the lead via the **Lead Submission Form**: [Lead Submission Form](#)
- b. This ensures that the lead is officially tied to you, protecting your eligibility for compensation.

4. Sales Process Based on Partner Level

- a. **Consulting Partner**: Your responsibility ends here. You refer the lead, and Cuemby takes over from this point.
- b. **Growth & Success Partners**: You continue working throughout the sales process.

5. Engage with Cuemby Sales Representatives

- a. A **Cuemby sales representative** will be assigned to this opportunity.
- b. Growth and Success partners will collaborate with the Cuemby rep throughout the process.

6. Proposal and Follow-Ups

- a. Once the needs are identified, Cuemby will prepare a **proposal** and present it to the customer.
- b. Set up follow-ups to address customer concerns.
- c. If needed, request **technical assistance** to have a Cuemby engineer join the call.

7. Agreement & Implementation

- a. Once the customer **accepts the proposal**, both parties will sign agreements.
- b. **For Cuemby Platform and Cuemby Cloud**, customers can start using the services immediately **without signing separate agreements**, unless they seek multi-year discounts or need technical assistance.
- c. After signing, the initial payment is made, triggering the official **kick-off** with the customer's team.
- d. Cuemby provides onboarding support to ensure seamless adoption of the platform and cloud services.

8. Commission Calculation & Payout

- a. At the end of each quarter, Cuemby's **financial department** calculates commissions based on all payments received from customers during the quarter.
- b. The financial department will send a summary of commissions via email for confirmation.
- c. Within **30 days** after the quarter ends, commissions will be deposited into the bank account specified in the **Authorization Form** (part of the Master Service Agreement).
- d. Payments are made in **USD** unless otherwise specified in the customer agreement.

Commission Structure

Refer to the **Exhibit and Onboarding Kit** for detailed commission calculations, tiers, and payout conditions.

Next Steps for Partners

- **Use the Qualification Screening Worksheet** before engaging with clients.
- **Submit the Lead Form** to protect your rights to compensation.

- **Engage with Cuemby's Sales Team** to drive the deal to completion.
- **Ensure banking details are correctly submitted** to avoid payment delays.

For any questions regarding compensation, contact your Cuemby representative.

Together, we can achieve success in the market!



For more information about our services
Connect with us through the following channels:

Email Us Directly: For more information or any questions elsa@cuemby.com

Schedule a Meeting: [Book a consultation](#) with our experts at your convenience

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