The NetBase Customer Success Team is here to ensure your success as a new NetBase client by guiding you through basic training and implementing use cases at your organization.
What is NB360?

The **NB360 Learning Portal** is a 24/7 self-service library for NetBase products:

- Contains **everything you need to complete your NetBase training**
- Allows users to **learn at their own pace**
- Answers your **day-to-day support questions**

The **NB360 Success Program** leverages the Portal for onboarding:

- Ensures the success of new team members with **quick and efficient onboarding**
- Guides you through basic learning paths to **jump-start the learning process**
- Provides custom learning paths to help you implement use cases successfully
NB360 Success Program

1. Onboarding Success
   - Access the platform and the NB360 Learning Portal
   - Get started with NB360 on the Getting Started Path
   - Complete your Online Interview
   - Connect with Customer Success

2. Program Success
   - Continue basic training on the NB360 Standard Path
   - Browse our Use Case Paths library and select the use cases that you want to complete
   - Get started implementing your use cases

3. Reactive Support
   - Check in with regular tips and reminders
   - Receive invitations to Listen Up! webinars, which introduce the latest and greatest NetBase features
   - Get day-to-day support questions answered by emailing us!
NB360 Portal: Deep Dive

- **Customer-focused**
  - Maps business problems to features
  - Presents content in the context of use cases instead of features

- **Intuitively organized** by product, NetBase role, and user workflow

- **Powerful search/navigation** tools

- Learning Paths provide step-by-step instructions through entire use cases and other multi-step processes

- Contains over 800 articles and over 30 embedded training videos throughout
NB360 Portal: Deeper Dive

- Covers all major use cases, including Brand Analysis, Issue Tracking, Category Analysis, and more.
- Voting and feedback controls on every article (data feeds back into a continuous improvement loop).
- Recommended articles on every page to deepen your learning.
- Free for all NetBase clients.
- Accessible by URL (nb360.netbase.com) or from within NetBase apps.