

L5 and ClickUp: A Winning Combination

Why L5 builds its own work on ClickUp, and what that daily use teaches us about running the platform well for customers.



L5 Team

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At L5, we are all about delivering the best possible customer experience. One of the ways we do that is by specializing in only ClickUp implementations. In addition, our organization uses ClickUp extensively for internal operations, so we are intimately familiar with the functionality and capabilities. Since we use ClickUp, we understand how to recommend best practices to provide our customers with the best user experience.

Why a Great Customer Experience is Important to Us

We take a lot of pride in our high customer satisfaction ratings. It is important to us that our customers are happy and feel like they are getting the most out of their investments. Great customer experiences are the key to building long-term partnerships and driving success.

How We Use ClickUp to Deliver High CSAT

Pairing the right team with the right customer is critical to success. We do this by managing our resources in ClickUp.

- We extensively use ClickUp's resource management functionality, like Workload management and Team management views, Time estimates, and time tracking.
- We can accurately estimate and forecast our staff utilization using standardized project templates.
- In addition, we collect our staff members' certifications, skills, and industry/use case experience in ClickUp.
- We maintain our vacation calendar in ClickUp, which ensures we do not allocate staff to projects when they are away.

These operational efficiencies, combined with the high caliber of our team, help us manage projects efficiently, balance workload, and strive for a great customer experience.

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