

ServiceNow Customer Service Management Essentials

Duration: 0 Days **Course Code: SNCSME** **Delivery Method: Elearning (Self-paced)**

Overview:

In this 3-day interactive course, attendees master the core configuration and administration of the ServiceNow® Customer Service Management (CSM) product. Through lectures, group discussions, and hands-on labs, participants build on existing knowledge and skills by applying implementation good practices. This course is designed for ServiceNow customers, partners, and employees who administer features, functions, and data associated with Customer Service Management.

e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

Target Audience:

Customer Service Management Administrator / ServiceNow System Administrator - who will be administering the applications related to the ServiceNow®Customer Service Management (CSM) product
Technical / Solution Consultants and Architects – who will be configuring, developing, or supporting the applications related to the ServiceNow®Customer Service Management (CSM) product
Project / Program / Engagement Managers – who will be leading the implementation of the ServiceNow®Customer Service Management (CSM) product

Objectives:

- Describe the Customer Service Management product in terms of features, benefits, and architecture
- Define essential customer service concepts and processes, including the difference between Interaction Management and Case Management and their end-to-end lifecycles
- Manage and administer customer data such as Consumers, Accounts, Contacts, Contracts, Entitlements, Sold Products, Install Base items, etc.
- Address customer inquiries and resolve issues using Cases, Case Types, Case Tasks, State Flows, Escalations, Major Issue Management, etc.
- Configure the baseline Case configuration using Case Types and Service Definitions
- Configure and use CSM Configurable Workspace to manage and work Cases originating from a variety of communication channels
- Enhance agent productivity using Advanced Work Assignment for Interactions and Cases
- Manage cases intelligently using Special Handling Notes and Targeted Communications
- Track the health of the business processes using analytics for Customer Service Management

Prerequisites:

Data analysis and student feedback show that students may struggle in this class if they have chosen to skip the prerequisite courses:

- Welcome to ServiceNow On Demand
- ServiceNow Administration Fundamentals Instructor-Led or On Demand
- ServiceNow Platform Implementation Instructor-Led or On Demand
- SNSAF - ServiceNow Administration Fundamentals

Follow-on-Courses:

- SNCSMI - ServiceNow Customer Service Management (CSM) Implementation

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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