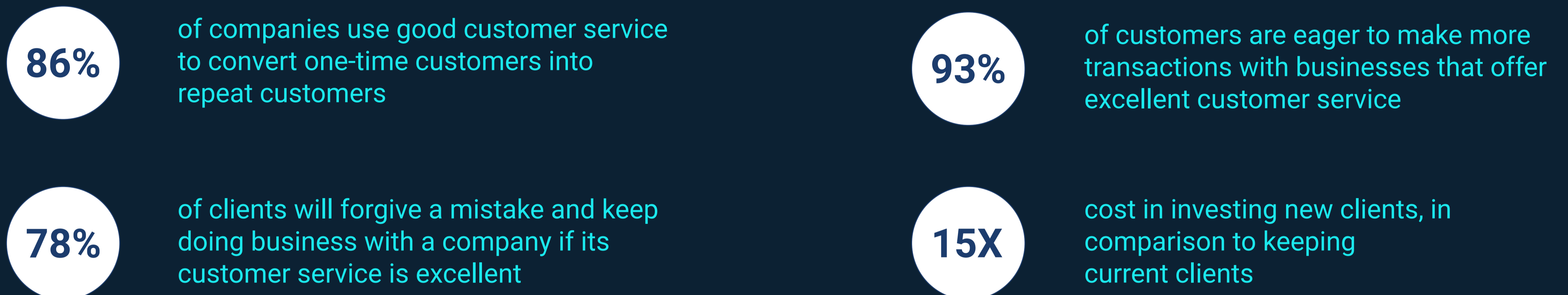


Why Businesses Select ServiceNow For CSM

Consumers today are focused on personalized experiences and quicker outcomes in a data-driven world. A new service system that satisfies this demand must be highly integrated, based in real-time technology, adaptable, scalable, and easily changeable. All of this is available to businesses through ServiceNow, which also makes customer management a simple service to handle. This infographic examines how ServiceNow can effectively transform CSM and how CSM can transform enterprises.

Why Businesses Should Focus on Customer Service

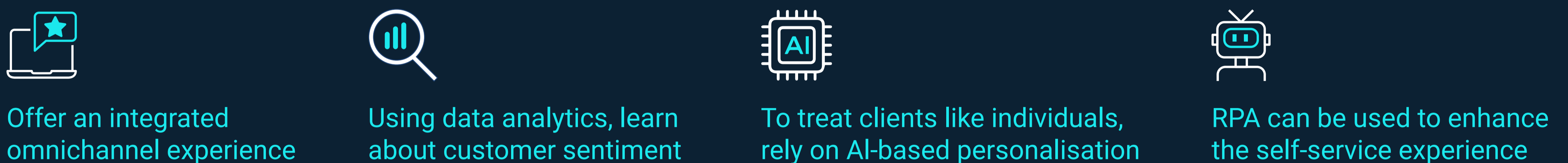


Consequences of Poor Customer Experience

- » 90% of your clients will discontinue doing business with you
- » Nearly 58% won't do business with you ever again
- » Five times as many customers share their experiences
- » Cross-selling and upselling will suffer



How to Offer Customers a Fantastic & Reliable Customer Experience



How does ServiceNow change the customer service landscape

In order to improve customer service from problem to solution, ServiceNow Customer Service Management (CSM) goes above and beyond conventional approaches. A few of these are :



- Automate routine processes to facilitate self-service and route them to the most qualified person
- Streamline processes and procedures from the front office to the back office to speed up resolutions
- Keep an eye on services to spot difficulties and proactively fix problems before they escalate
- Answer questions with an AI-powered chatbot and give agents a smart workstation
- With integrated dashboards and analytics, the customer service process may be made fully viable

What are the benefits of integrating CSM with ServiceNow

