Customer Service Management Essentials (CSME)

ID CSME **Price** 2,538.— €(excl. VAT) **Duration** 3 days

Important notes for the booking of ServiceNow trainings

1. 1. So that we can finally process your registration, you will receive an enrollment request after booking the course. Please carry out the enrollment immediately, at the latest **three** working days before the start of the course, according to the following instructions at ServiceNow: Enrol for Instructor Led Training using Learning Credits
2. Please note that we must receive short-term bookings no later than five working days before the course begins.
3. If you are unable to attend the training date you have booked (e.g. illness, etc.) or if ServiceNow cancels the course, a credit note is not possible under any circumstances. If you cancel, you can name a replacement person. In both cases of cancellation, the validity of your credit remains for 12 months after the order.

For more information, please refer to the **ServiceNow Terms and Conditions**.

Who should attend

The ServiceNow Customer Service Management Essentials course is for Customers, Partners, and Employees who administer features, functions, and data associated with Customer Service Management. An attendee is a good fit for this course if they perform or advise on any of the following roles or job responsibilities:

- 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.

Prerequisites

Completion of the following courses is required for a successful class experience:

- Welcome to ServiceNow On Demand
- ServiceNow Administration Fundamentals (SNAF)
- ServiceNow Platform Implementation (SNPI)

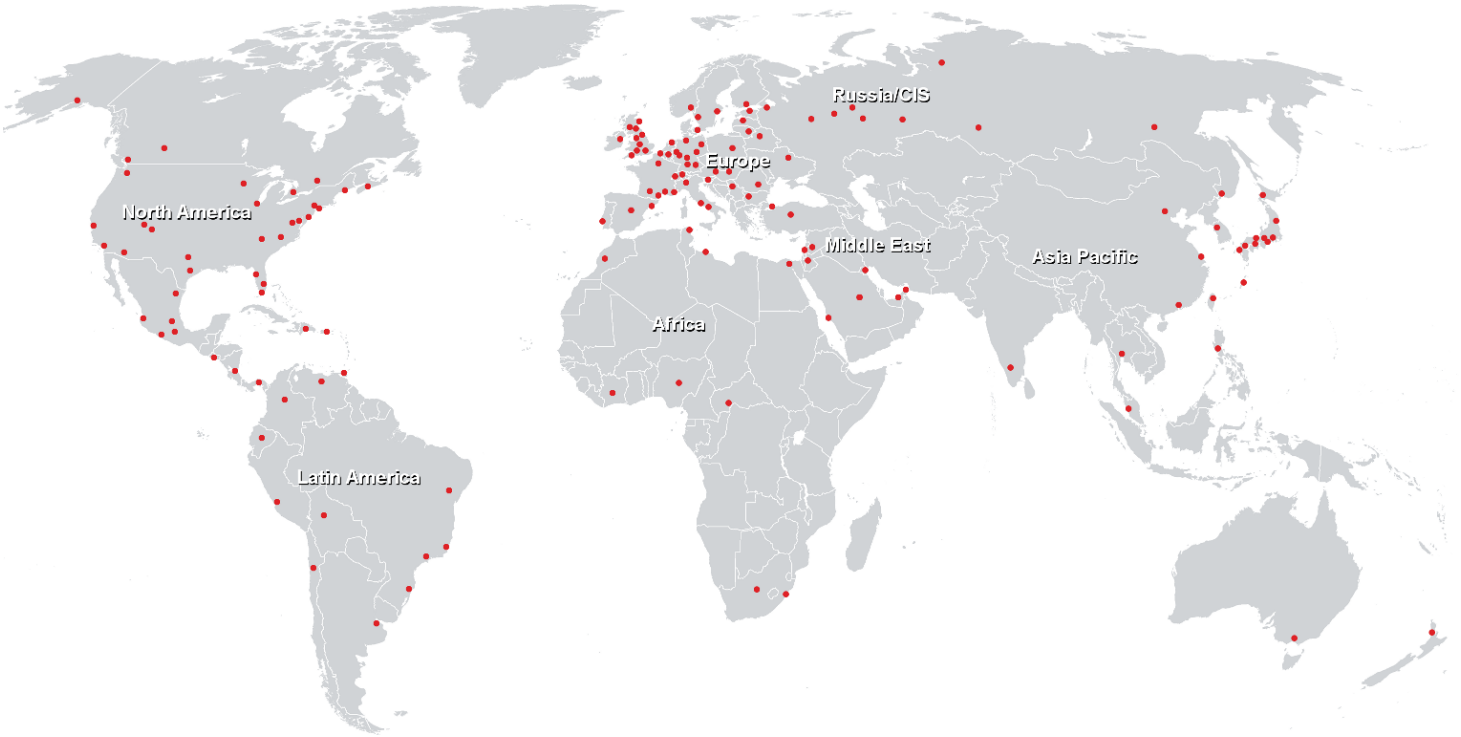
Course Objectives

Students learn how to perform the following activities through a mix of lectures, group discussions, and hands-on exercises:

- 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 Handing Notes and Targeted Communications.
- Track the health of the business processes using analytics for Customer Service Management.

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Training Centres worldwide





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