Customer Service Management (CSM) Implementation (CSMI)

ID CSMI **Price** 1,786.— €(excl. VAT) **Duration** 2 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**.

This course is part of the following Certifications

Certified Implementation Specialist – Customer Service Management (CIS-CSM)

Prerequisites

Mandatory Prerequisites:

- ServiceNow Administration Fundamentals (SNAF)
- Customer Service Management (CSM) Fundamentals (CSM)
- ServiceNow Platform Implementation (SNPI)

Important Note:

Data analysis and student feedback show that students struggle in this CSM Implementation class if they have chosen to skip the prerequisite courses, in particular CSM Fundamentals. Please also note that a significant amount of content from the CSM Fundamentals will be covered in the Certified Implementation Specialist - Customer Service Management examination.

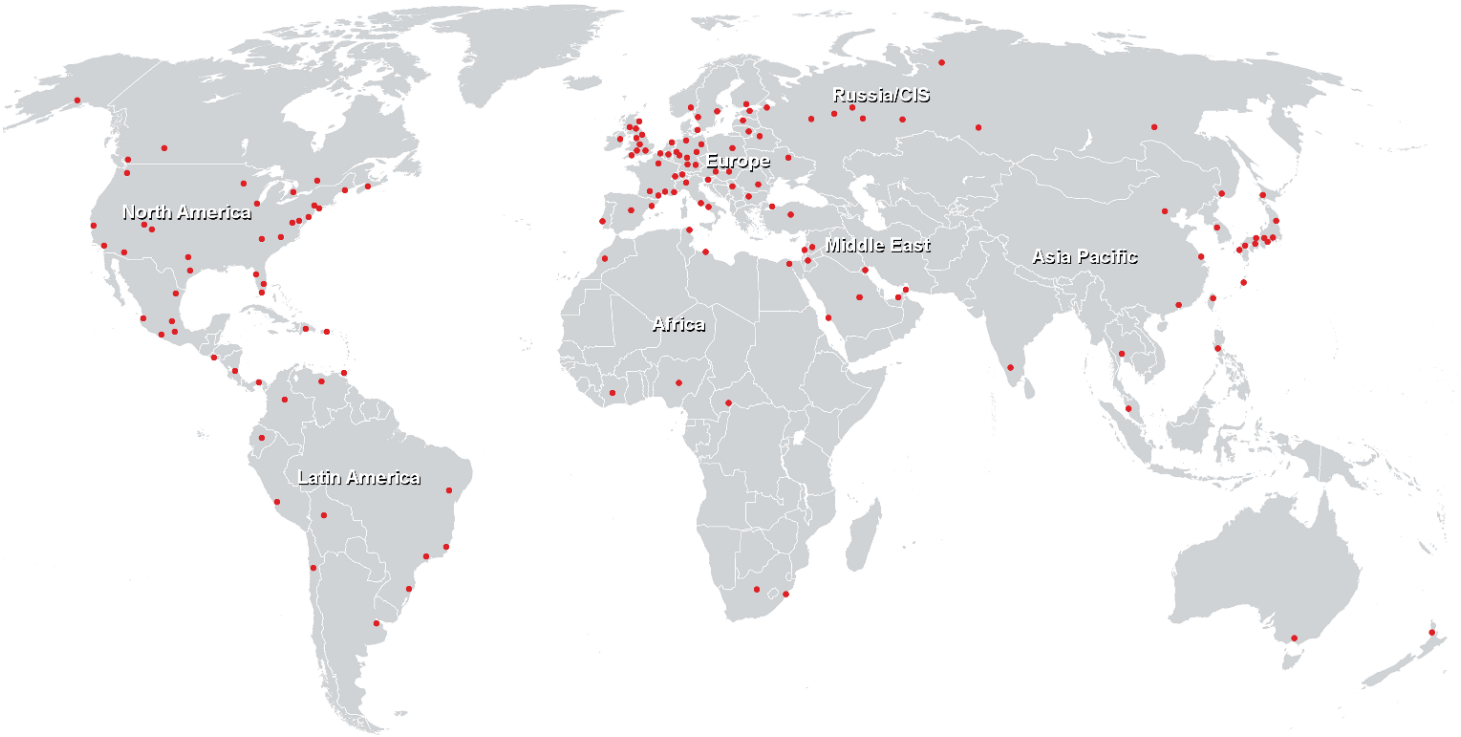
Course Content

Course topics include:

- Implementing Customer Service Operations, including:
  - Communication channels
  - Case types
  - CSM Workspaces
  - Routing and assigning cases, including advanced work assignment
  - An introduction to playbooks, guided decisions, and predictive intelligence
- Implementing Customer Engagement, focusing on the customer portals and how CSM leverages knowledge management
- Implementation Preparation Best Practices, including:
  - Review of Now Create®
  - Workshop strategy and requirements gathering
  - Organizational Change Management (OCM)
  - 3rd party integrations
  - An introduction to industry data models
  - Security and Access Control in CSM
- Implementing Performance Management, particularly how it pertains to measuring, managing, and improving CSM

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Training Centres worldwide





Fast Lane Institute for Knowledge Transfer (Switzerland) AG

Husacherstrasse 3
CH-8304 Wallisellen
Tel. +41 44 832 50 80

info@flane.ch, https://www.flane.ch