



# Customer Service Management JumpStart

**With Customer Service Management (CSM) JumpStart from Engage ESM you can achieve faster ROI from your ServiceNow investment. By prioritizing the functional areas that really matter to you, we deliver faster time-to-value and initial return in just six to ten weeks.**

Engage ESM delivers a strong foundation and a comprehensive set of options which follow best practice, creating a flexible solution based on your requirements. CSM JumpStart combines best-in-class functionality with an iterative and agile approach; resulting in a low-risk implementation.

## Benefits

- ✓ Faster time-to-value, meaning ROI in six to ten weeks
- ✓ Unique modular approach which includes specific options for B2C, B2B or both
- ✓ Omni-channel customer engagement model for faster customer service resolution
- ✓ Service levels tracked and alerted in real-time
- ✓ Automated processes and flows aligned to Corporate Goals
- ✓ Informed analytics to identify gaps and improve Customer Satisfaction

### Accelerate Time to Value

A powerful, intuitive CSM solution is delivered in weeks, focusing on immediate ROI

### More than a Technical Implementation

Ensuring the CX Team is engaged, informed and enabled

### Engage ESM's CSM JumpStart Offering

### Multi-Channel Modular Approach

Flexibility to choose from a comprehensive options plan for B2C, B2B or B2X

### Plan for the Future

Provides a foundation for your CSM Roadmap

## What to expect

- ✓ Focus on Case Management, Core Data, Survey and Feedback, Reporting, Email Notifications and Knowledge (Internal for the Customer Experience Team)
- ✓ Range of options included for Additional Data, Portal, Catalog, External Knowledge and Inbound Email Case Creation
- ✓ Structured Train the Trainer and Enablement Workshops
- ✓ Project management across key stages, including go-live and post production
- ✓ Thought Leadership approach throughout the implementation

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