



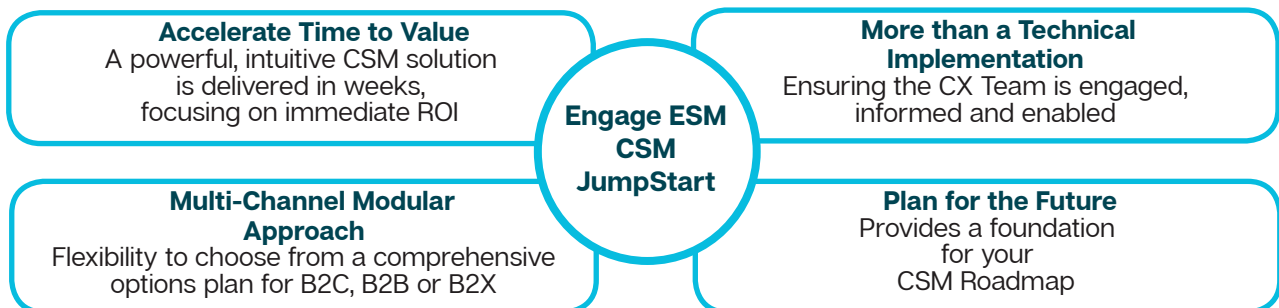
Customer Service Management JumpStart

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 seven to fourteen 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

- ✔ Customers can engage when and how it best suits them
- ✔ Interaction is consistent and effortless
- ✔ Structured flows that seamlessly transition across departments
- ✔ Clear visibility of contracts, entitlements, SLAs, CSAT and process metrics
- ✔ Ensure customer service organization exceeds expectations
- ✔ Overall optimized end-to-end CX
- ✔ Informed analytics to identify gaps and improve customer satisfaction



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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