

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



of companies use good customer service to convert one-time customers into repeat customers



of customers are eager to make more transactions with businesses that offer excellent customer service



of clients will forgive a mistake and keep doing business with a company if its customer service is excellent



cost in investing new clients, in comparison to keeping current clients

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



Offer an integrated omnichannel experience



Using data analytics, learn about customer sentiment



To treat clients like individuals, rely on Al-based personalisation



RPA can be used to enhance the self-service 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 Al-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

50%

lower customer service expenses

90%

increase in customer satisfaction

90%

faster resolution times

50%

more cross-sell and upset actions

50%

less agent time to handle consumer issues

2023 DxSherpa technologies Pvt. Ltd. And DxSherpa technologies Inc. All rights reserved. DxSherpa, the DxSherpa logo trademarks and/or registered trademarks of DxSherpa Technologies. in the United States