

Ramp up customer service fast when the unexpected happens

Challenges in the new normal

Your customers are dependent on products and services from your business. When the typical way of serving them changes dramatically, many organizations find themselves reacting to a disruptive number of customer questions and requests. It can be a struggle to meet all these new needs, particularly if fewer resources and employees are available to respond.

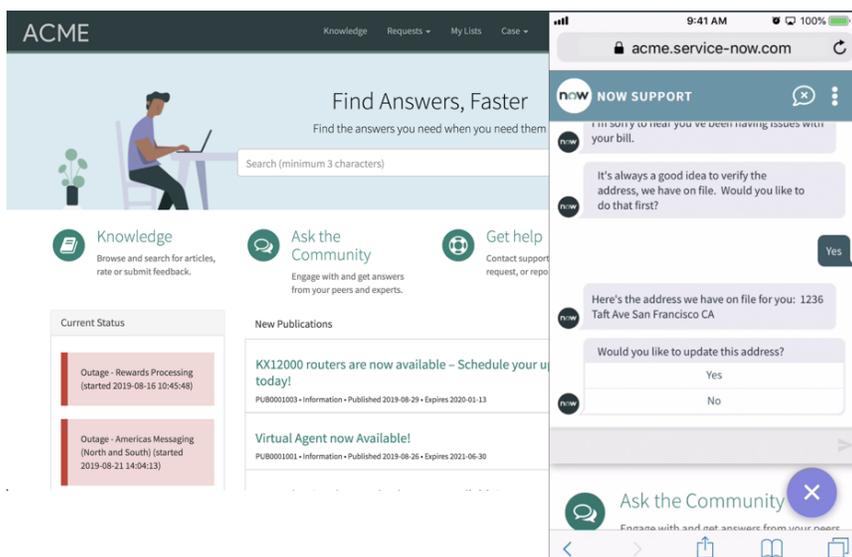
Customers anxiously wait on hold until an agent is available. Or worse, they are told to call back at a less busy time. Some turn to chat, where wait times for an agent can be just as long.

Agents are overwhelmed by the backlog of cases. Many customer issues require assistance from people in other parts of the organization. Manually coordinating with them is now difficult. If a customer's issue requires a person to be on location, both you and your customer want work to be completed the first time by someone with the right skills and equipment.

Digitally scale your operations quickly and efficiently

With the right customer workflows in place – automated, multi-step processes built on a task-routing foundation – you can scale your operations through digital customer service. You can accommodate the changing volumes and demands associated with new business realities.

ServiceNow® Customer Workflows enable organizations, like yours, to quickly and easily expand capacity via automated self-service, organize resilient operations to address unforeseen circumstances, and manage location-based work efficiently and safely, so you can return your customer service to some kind of normal, when the world is anything but.



Increase customer use of self-service with automated solutions to common requests. Deliver answers anytime with portal, chatbots, service catalog, knowledge management, and communities.

Expand capacity via automated self-service

ServiceNow helps you reduce the load on your agents by helping your customers get what they need, when they need it, in a way convenient for them. Help customers complete requests and get answers with an AI-powered chatbot. Increase customer use of self-service by providing automated solutions to common requests through a service catalog and workflow.

Organize resilient operations for unforeseen circumstances

ServiceNow can break down silos and automate processes across teams to complete customer requests and resolve issues permanently. Prevent downtime by proactively monitoring the health of customers' products and services to identify potential issues and to notify affected customers if necessary.

Manage location-based work efficiently and safely

Send the right people and equipment to complete work the first time with ServiceNow. Dynamic scheduling automates the assignment process, basing it on skill, travel time, priority, and availability. Field service technicians can quickly view and record information in an intuitive mobile application. Maximize uptime for the customer by fixing problems before they know they have them through insight into potential failure.