aws marketplace

ServiceNow Customer Service Management

Reviews, tips, and advice from real users

Powered by PeerSpot

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Product Recap

ServiceNow Customer Service Management

ServiceNow Customer Service Management Recap

ServiceNow Customer Service Management offers advanced workflow capabilities, effective incident management, and portal enhancements. It enables seamless integration with business applications and IT Service Management, supporting ticket resolution and SLA assurance for reduced operational complexity.

ServiceNow Customer Service Management is essential for managing customer workflows, incorporating ITSM integration, and automating various processes. Users can benefit from customizable features and low-code solutions, significantly aiding digital transformation efforts. The platform centralizes client management and employs robust reporting tools that enhance visibility and delivery efficiency. Automation and AI features increase productivity by enabling faster resolutions and improving team performance. However, enhancements are needed in integration, customization, and pricing flexibility. Although powerful, integration and customization can be complex and costly, requiring careful management during upgrades. Furthermore, improvements in AI tool connectivity, Gen AI incorporation, and a clearer pricing structure are necessary, alongside requiring a more intuitive interface, increased automation, IVR integration, and faster speeds.

What key features make ServiceNow Customer Service Management stand out?

- Workflow Capabilities: Streamlines processes across departments for efficient issue tracking.
- Incident Management: Ensures timely resolution of incidents with comprehensive tracking tools.
- Portal Enhancements: Offers a user-friendly portal for improved self-service and client interaction.
- Integration: Seamlessly integrates with business apps and ITSM to streamline ticketing systems.
- Low-Code Solutions: Customizable features allow users to adapt the platform to their needs.
- Automation and AI: Boosts productivity with automated processes and AI-driven insights.

What benefits should businesses look for in reviews?

- Enhanced Efficiency: Centralized management and reporting tools boost service delivery.
- Cost Efficiency: Automated solutions reduce operational costs over time.
- Improved Resolution Times: AI capabilities lead to faster problem-solving and reduced

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downtime.
- Scalability: Adaptable to growing business demands without requiring extensive changes.
- Visibility: Real-time insights and analytics improve strategic decision-making processes.

Organizations utilize ServiceNow Customer Service Management across multiple industries to manage incidents, change management, and customer workflows. Its robust infrastructure management and ticketing system integration support enhance vendor relations and IT service requests. Businesses actively manage support activities, track customer complaints, and provide efficient client support through a centralized portal, ensuring streamlined operations across front, middle, and back office functions.

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Valuable Features

Excerpts from real customer reviews on PeerSpot:

- "ServiceNow Customer Service Management has impacted our organization positively; we have formed a very good process with this tool that has helped increase the productivity of the team."

BasilJiji

System engineer at a retailer with 10,001+ employees

- "Resolution speed has immensely improved because of ServiceNow Customer Service Management, especially the actionable insights, IT performances, and incident trends."

Rizwanuddin Qazi

Senior ServiceNow Developer at McCann Health

- "The best features ServiceNow Customer Service Management offers are a platform to manage all our clients at one place."

Verified user

Software Engineer at a tech vendor with 10,001+ employees

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"The tool is very useful as it helps us run businesses smoothly."

Ankitnilkanth Gosavi

Works

"ServiceNow Customer Service Management integrates the admin, finance, HR, and service departments, enabling an employee of an organization to get service from a single window."

Arvind Mehrotra

managing partner at AmPmilify Associates LLP

"The best aspect of ServiceNow Customer Service Management is its out-of-the-box features that support all customer service processes."

Ambar Pradhan

Lead Business Analyst at Orange

"ServiceNow Customer Service Management is highly stable, which is critical because it operates as a live system 24/7."

Mohammad Shalan

Head of Business Agility and Development at Aqarat Real Estate Development Company

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What users had to say about valuable features:

The best aspect of ServiceNow Customer Service Management is its out-of-the-box features that support all customer service processes. It is very easy to configure based on customer needs and can be customized with minimal coding. It is a low-code, no-code solution, meaning I do not need to do extensive programming. Recent advancements include AI features that automatically guide functionality. The system helps implementers and developers by suggesting necessary code modifications based on specific needs.

Ambar Pradhan
Lead Business Analyst at Orange

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ServiceNow Customer Service Management offers valuable features such as workflow management, an approval cycle, and integration with a payment gateway, which allows for payments to be made using the system. The application engine is useful for modifications that are not native in the system. Additionally, there are integrations with governmental services, which are beneficial for our requirements.

Mohammad Shalan
Head of Business Agility and Development at Aqarat Real Estate Development Company

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ServiceNow Customer Service Management integrates the admin, finance, HR, and service departments, enabling an employee of an organization to get service from a single window. It integrates all different queues into one dashboard and consolidates various departments, ensuring visibility across the organization is transparent. It helps to create a shared services organization, reducing the operational complexity and facilitating a more unified service delivery. It consolidates all service desks under one umbrella, enhancing efficiency.

Arvind Mehrotra
managing partner at AmPmilify Associates LLP

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"The most beneficial aspect of ServiceNow Customer Service Management is its portal enhancement. Users can perform all kinds of configurations, and it is very easy to use for the consumer. The problem is sorted out when there are many options and solutions to be aware of.

"ServiceNow Customer Service Management is a module that supports customer-specific requirements. Users can change the forms and data fields, and create and maintain reports and dashboards with key metrics.."

Rizwanuddin Qazi
Senior ServiceNow Developer at McCann Health

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"The best features ServiceNow Customer Service Management offers are a platform to manage all our clients at one place.

"Having all our clients in one place helps us to make things faster and easier to track as well. We can see all our clients in one place and then we can manage what all clients are raising queries or issues about the platform and then we help them resolve. Seeing all our clients at one place helps us to know what client is progressing better and which ones are not.

"ServiceNow Customer Service Management has positively impacted my organization because it helps client issues resolve, thus helping positively.."

Verified user

Software Engineer at a tech vendor with 10,001+ employees

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"ServiceNow Customer Service Management is a great tool that is very interactive. All details are managed effectively, and even if a large number of customers raise multiple tickets in a very short time, everything is handled within the system. We can generate reports and track everything, and the SLA calculation is very reliable using this tool.

ServiceNow Customer Service Management has impacted our organization positively; we have formed a very good process with this tool that has helped increase the productivity of the team.

When it comes to ticket resolution, the time taken decreases significantly. Considering the high volume of tickets, there is often the same pattern with the same kind of issue. Whenever the ticket team receives a ticket, by checking the pattern, they can find if this kind of issue has occurred in the past, and with the resolution notes stored in those tickets, they can provide faster resolution while making everyone aware of the issue and what steps need to be taken.."

BasilJiji

System engineer at a retailer with 10,001+ employees

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Other Solutions Considered

I used different tools before, including HP Ticket Services. The lag issue is more pronounced in other tools compared to ServiceNow Customer Service Management, which led me to switch.

Ankitnilkanth Gosavi
Works

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"Before using ServiceNow Customer Service Management, we used a manual solution where customers used to call us directly and then we manually created cases in our Excels or maybe recorded them in our notebooks and that's how we used to resolve issues for the customers.."

Verified user
Software Engineer at a tech vendor with 10,001+ employees

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"When we started evaluating other options, we immediately received feedback about ServiceNow Customer Service Management. Everyone was telling us about the positives, so there was no other option we considered, as we did not experience much difficulty or put much effort into searching for alternatives.."

BasilJiji
System engineer at a retailer with 10,001+ employees

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"Before choosing ServiceNow Customer Service Management, we did not evaluate other options as we were using Excel as our customer service management tool. While choosing a better software, we knew that ServiceNow is the best leading in CSM. That's why we chose ServiceNow Customer Service Management.."

Verified user
Software Engineer at a tech vendor with 10,001+ employees

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"ServiceNow Customer Service Management and portal solutions are separate, with each having their own advantages and disadvantages. Both functionalities serve different purposes. Portal is a self-sufficient, one-way window, while ServiceNow Customer Service Management helps navigate consumers.."

Rizwanuddin Qazi
Senior ServiceNow Developer at McCann Health

Read full review

"Previously, we were using ITSM; we switched from that to ServiceNow Customer Service Management because there were many flaws with ITSM in both the tool and the process. Once we switched, I found that ServiceNow Customer Service Management is much better.."

BasilJiji
System engineer at a retailer with 10,001+ employees

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ROI

Real user quotes about their ROI:

As mentioned, it helps in creating shared services and brings efficiency, though I may not have the metrics in terms of specific savings or benefits in dollar terms.

Arvind Mehrotra
managing partner at AmPmilify Associates LLP

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The tool is very useful as it helps us run businesses smoothly. Without such tools, the business would be affected by five to ten percent in annual revenue. It provides substantial value.

Ankitnilkanth Gosavi
Works

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"I cannot provide specific information regarding measurable benefits from working with ServiceNow Customer Service Management in terms of time saving, resource saving, efficiency improvements, or return on investment.."

Rizwanuddin Qazi
Senior ServiceNow Developer at McCann Health

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"When it comes to time and money, I felt a lot of savings have occurred because this process has helped significantly. In our organization, downtime and criticality have been addressed in a very short time, and the revenue and outcomes from this have increased. Time and money savings have helped tremendously in these specific areas.."

BasilJiji
System engineer at a retailer with 10,001+ employees

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"I have seen a return on investment because if Gen AI could come, then there could be a reduction in the number of employees needed to solve the customer support cases for the clients. Since we are growing our customer base, we need more employees actually. ServiceNow Customer Service Management saves time because of the CSM module and it saves money as well.."

Verified user
Software Engineer at a tech vendor with 10,001+ employees

Read full review

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"When organizations adopt ServiceNow Customer Service Management, they often do so because they have costly processes, like managing customer communications or tracking product issues. Organizations can handle customer complaints, manage service requests, and address these challenges, leading to a better return on investment. You can track all incoming tickets efficiently and manage replacement orders more effectively. This reduces the costs associated with these tasks, providing a quick return on your business investment.."

JesusVillanueva
Architect at HandCloud

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Use Case

I am working on incident management, service management, and change management. We work on SLAs and handle service requests, change requests, and incident management. These are the main areas I am working on at the moment.

Ankitnilkanth Gosavi
Works

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The primary use case involves creating a lot of workflows related to environment management and services, which are used by customers to enhance their customer service. This involves activities such as managing camping events and obtaining permissions for events in national parks. We designed and automated these workflows using ServiceNow Customer Service Management.

Mohammad Shalan
Head of Business Agility and Development at Aqarat Real Estate Development Company

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"I use ServiceNow Customer Service Management for managing ticket flows, raising change requests, and managing support activities. Whenever a customer faces any issues, they raise a ticket on ServiceNow Customer Service Management; once they raise the ticket, it comes to the service desk queue, and we route it to the respective teams so that the correct team receives the ticket and assists the user with their issue.."

BasilJiji
System engineer at a retailer with 10,001+ employees

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There are two different modules that are actually interconnected: ITSM in the back end and CSM in the front end. The advantage of using ServiceNow Customer Service Management is that I do not need to expose all ITSM data to the customer, as the customer is not concerned about the technical backend. For example, if there are network-related issues, the customer just wants to ensure their ticket is resolved within the given SLA. ServiceNow Customer Service Management allows me to provide customers with the data they need while maintaining backend ITSM processes.

Ambar Pradhan
Lead Business Analyst at Orange

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"The use cases for ServiceNow Customer Service Management were mainly for integration purposes, mid-server installations, and playbook configurations.

"I utilize ServiceNow Customer Service Management's automation for service requests by using integration hub, APIs, and third-party connectors.."

Rizwanuddin Qazi
Senior ServiceNow Developer at McCann Health

Read full review

"My main use case for ServiceNow Customer Service Management is that I use it as an end user to provide customer support to our clients.

"For a specific example of how I use it to provide customer support, the client raises their issues on the customer support desk through which we handle tickets and then we resolve them for the customers and then customers give their feedback for the cases being resolved.

"I can add that we have a portal on which all our clients have access to, and they raise their cases onto that portal, and then we get those cases and that's how we operate and then we resolve those cases for our clients.."

Verified user
Software Engineer at a tech vendor with 10,001+ employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

The initial setup of ServiceNow Customer Service Management was easy and straightforward, although there are many ways to set it up. I would rate it a seven out of ten for ease of setup.

Mohammad Shalan

Head of Business Agility and Development at Aqarat Real Estate Development Company

Read full review

I rate the initial setup as 8.5. There are some lags in ServiceNow Customer Service Management, which is why I deducted 1.5 points. Otherwise, it works very well.

Ankitnilkanth Gosavi

Works

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Templatized rollouts would be very useful for ServiceNow Customer Service Management because you are working on centralized customer data across all channels. Simplifying processing and streamlining manual tasks would make the process more consistent.

Arvind Mehrotra
managing partner at AmPmilify Associates LLP

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"I rate ServiceNow Customer Service Management's installation a seven out of ten. The upgrade process took one to two days to complete. The total deployment can take weeks to complete. ."

GarethPeterson
IT Service Management at Go-Ahead

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"I believe the initial setup is straightforward as there is no market entail highlighting the deployment process as difficult for the solution. Some large-scale transformation projects with the product can take two or three years. The average deployment span of ServiceNow Customer Service Management can be around two to four weeks. Some efforts are needed to maintain ServiceNow Customer Service Management. The product vendor takes care of the upgrades and management as part of the solution's maintenance. There are factors around optimization that are beyond the traditional offerings of ServiceNow Customer Service Management. One professional is enough to maintain the solution. ."

ChrisJeffery

Sales Manager - Business Development at AC3

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“Setting up the ServiceNow Customer Service Management can be quite complex. It generally takes time because the platform is oriented towards large enterprises. Implementing it involves working with multiple teams and ensuring they agree on the processes you plan to manage. You must provide clear guidelines and facilitate team discussions to align the processes. Although the setup isn't quick, taking the necessary time for implementation can result in a fast return on investment.

The overall deployment can take three to five months, depending on the complexity of processes and customization. The deployment process for the ServiceNow Customer Service Management solution largely depends on how much customization you need. If you follow ServiceNow's recommendations, take the time to participate in workshops, and adapt your processes accordingly, the technical deployment can be straightforward and relatively easy.

However, the deployment can become complex if you need a lot of customization or don't invest time in reviewing and aligning your processes with the platform. Essentially, the more you stick to the standard recommendations, the smoother the deployment process.

If heavily customized, the solution can require extensive maintenance. The partner you hire to implement or customize it may not always follow best practices in ServiceNow development. As a result, maintaining these customizations can be complicated once the implementation is done. However, if you don't customize the solution, maintaining the platform is generally straightforward and not difficult..”

JesusVillanueva

Architect at HandCloud

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Customer Service and Support

The technical support is good, but there are very few people who understand the technicalities and background configurations. More technical people should be available.

Ankitnilkanth Gosavi
Works

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You need an intermediate partner to support ServiceNow. It is better because partners have a deep understanding of the code and configuration challenges. I rate the technical support as six out of ten.

Arvind Mehrotra
managing partner at AmPmilify Associates LLP

Read full review

“Our company is an elite partner, so we have a strong relationship with ServiceNow. Our organization has received excellent tech support for ServiceNow Customer Service Management. I would rate the tech support a seven out of ten. .”

ChrisJeffery
Sales Manager - Business Development at AC3

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"For any issues with ServiceNow Customer Service Management, I contact the company headquarters, not the ServiceNow technical support team. The team in my company headquarters handles support, resolves the issues, and is very good.."

PawanKumar7
Chief Manager E&I at a wholesaler/distributor with 51-200 employees

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"I have contacted the team when we needed quick fixes for issues on behalf of our customers. They have a direct helpline and a portal. You can use the helpline if you need immediate support. Else, you can use the customer portal to raise the issue. The team will respond based on priority. My experience is between good and excellent. ."

Joseph Chakola
Business Process Architect at a tech services company with 501-1,000 employees

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“The tool's customer support is excellent. They respond promptly to tickets, usually within the same day, sometimes within one to two hours, depending on the urgency. They provide support in multiple languages, including Spanish, English, and possibly Portuguese. They also closely track incidents, sending frequent emails to update ticket status and actions taken. Overall, their support is fast, responsive, and effective..”

JesusVillanueva
Architect at HandCloud

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Other Advice

It is a powerful tool. Large enterprises should experiment with it, while medium enterprises should consider alternative solutions. I would rate the overall solution as seven out of ten.

Arvind Mehrotra
managing partner at AmPmilify Associates LLP

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I would rate ServiceNow Customer Service Management a seven out of ten overall. I recommend it to others, but with a caution regarding the price. Customers should ensure that configurations follow best practices to prevent issues.

Mohammad Shalan
Head of Business Agility and Development at Aqarat Real Estate Development Company

Read full review

Before using ServiceNow Customer Service Management, I used different tools, and based on the feedback from colleagues in similar industries, I switched to ServiceNow Customer Service Management. I would rate the overall solution as 8 out of 10.

Ankitnilkanth Gosavi
Works

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"My advice for others looking into using ServiceNow Customer Service Management is that while purchasing the ServiceNow Customer Service Management module, do take care of the requested and useful APIs and plugins. Also, once you purchase your CSM instance, do choose a better vendor or a third party for all your implementations on the ServiceNow instance.

"I have no additional thoughts about ServiceNow Customer Service Management before we wrap up as it is a good tool, and I would suggest every company to switch to ServiceNow Customer Service Management. I would rate this product a 9 out of 10.."

Verified user
Software Engineer at a tech vendor with 10,001+ employees

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"I work as a ServiceNow developer with modules including ITAM and ITSM. I have integrated AWS, Jira, Salesforce Slack, and handle portal design. I track metrics and efficiency improvements from incident management workflows by navigating through key metrics shown within the dashboard graphs and performance indicators. I would recommend more automation improvements in ServiceNow Customer Service Management. I am working with a cloud-based version of ServiceNow Customer Service Management. On a scale of 1-10, I rate ServiceNow Customer Service Management an 8.."

Rizwanuddin Qazi
Senior ServiceNow Developer at McCann Health

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"Based on each ticket, we assign a criticality level; for higher criticality tickets, we have allotted a certain amount of time for the support team to work on it, meaning

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they must find a resolution and clear the issue within that timeframe. This is how we have prepared a process based on criticality.

Apart from that, I think the major aspect is the SLA process; if the SLA is not met, managers are immediately alerted that a ticket has come to the team's queue and they have failed to meet this SLA, and they take necessary action so that such scenarios will not happen in the future.

If you are looking to establish a good process in your environment, ServiceNow Customer Service Management provides a very good interface tool for this purpose. Ticketing and change management can be managed using this tool, and it is very helpful. I would rate this solution a 9 out of 10.."

BasilJiji
System engineer at a retailer with 10,001+ employees

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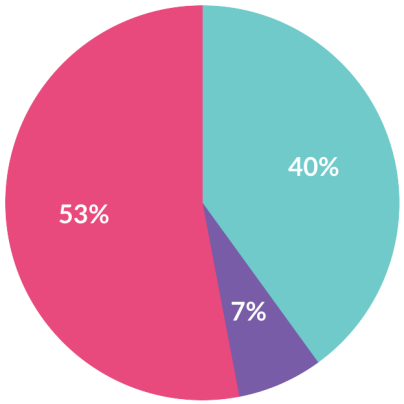
Top Industries

by visitors reading reviews

Financial Services Firm	12%
Construction Company	9%
Outsourcing Company	8%
Manufacturing Company	8%

Company Size

by reviewers



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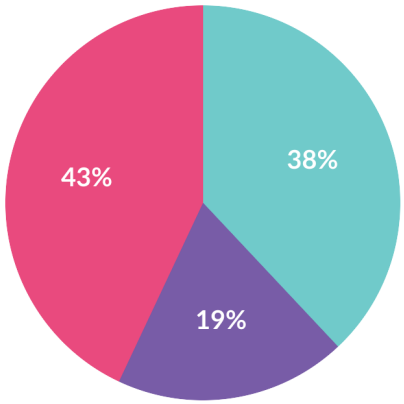

Large Enterprise Midsize Enterprise Small Business

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