Customer Service Management helps you improve service operations and engage customers with digital workflows. Solve customer problems by bringing front, middle, and back offices together. When implemented properly, your organization can proactively address issues and automate common requests. Now Create provides you easy access to the best guidance to implement Customer Service Management the right way and do it fast and with less risk.

Customer Service Management Success Packs

**Modernize Customer Service**

This success pack guides implementation and adoption of ServiceNow Customer Service Management application. It lays the foundation for better customer service management by implementing Account Management, Case Management, and Customer Service Portal. Valuable assets such as Customer Service Management “process guides” and “starter stories” help you design your solution.

**Transform self-service using ServiceNow Communities**

This success pack guides the implementation and adoption of the ServiceNow Communities application to transform your customer self-service experience. It lays the foundation to connect, engage and collaborate with your customers in a meaningful way using capabilities such as community portal, forum management, and community management.

**Connected Operations – IoT Driven Field Services**

This success pack guides the implementation and adoption of ServiceNow’s Connected Operations and Field Service Management products to automatically trigger an operations incident when issues with assets arise, improving the speed of how field teams act to triage and resolve issues. Work orders can automatically be created in Field Service Management to dispatch field technicians, who can also see IoT data to conduct repairs.

Explore Now Create Success Packs now