



Washington DC CRM and Industry Products

Last updated: 12/16/2025

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CRM and Industry Products



ServiceNow® Customer Relationship Management (CRM) helps you sell, fulfill and service on one unified platform. ServiceNow CRM consists of Sales and Order Management, Field Service Management and Customer Service Management and their related industry extensions. Industry Products further extend the value of the ServiceNow AI Platform by productizing data models, frameworks, and workflows to address common experience challenges at scale.

CRM products

<p>Customer Service Management</p>  <p>Manage customer cases, resolve problems, and track interactions across multiple channels.</p> <p>➤</p>	<p>Field Service Management</p>  <p>Manage work orders, assets, or locations, and dispatch agents to perform field work.</p> <p>➤</p>	<p>Sales and Order Management</p>  <p>Manage your sales cycle, including order management, lead and opportunity management, quote generation, contract renewals, and invoicing.</p> <p>➤</p>
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Industry products

<p>Financial Services</p>  <p>Help financial institutions deliver convenient experiences that build customer loyalty.</p> <p>➤</p>	<p>Healthcare and Life Sciences</p>  <p>Move information and work across healthcare organizations so providers, payers, and life science companies can provide excellent patient care.</p> <p>➤</p>	<p>Manufacturing Commercial Operations</p>  <p>Integrate people, process, and technology into a system of action across the manufacturing value chain.</p> <p>➤</p>
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<p>Public Sector</p>  <p>Enable the development of public sector applications for the delivery of digital services to constituents, such as benefits, licenses, and service requests.</p> <p>[Link]</p>	<p>Telecommunications, Media, and Technology</p>  <p>Unite ordering and assurance on one platform for a seamless experience and visibility for communications service providers.</p> <p>[Link]</p>	
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[store-future: BEGIN review]

Customer Service Management helps you manage your customer interactions across multiple channels, including phone, email, chat, and social media. It enables customer service teams to manage customer issues, track requests, and resolve problems. Sales and Order Management provides a complete view of your sales pipeline, including leads, opportunities, and accounts. You can manage customer accounts, track progress, and collaborate with team members to close deals. Lastly, if your organization requires field work, Field Service Management helps you manage your field service teams, including scheduling, tracking inventory, and communicating with customers in real time.

Industry Products extend the value of the ServiceNow AI Platform by introducing data models, frameworks, and capabilities required to address the specific digital transformation challenges of each industry.

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