Customer Service Management (CSM) Fundamentals (CSM)

ID CSM **Price** 2,256.— €(excl. tax) **Duration** 3 days

Important notes for the booking of ServiceNow trainings

1. 1. So that we can finally process your registration, you will receive an enrollment request after booking the course. Please carry out the enrollment immediately, at the latest **three** working days before the start of the course, according to the following instructions at ServiceNow: Enrol for Instructor Led Training using Learning Credits
2. Please note that we must receive short-term bookings no later than five working days before the course begins.
3. If you are unable to attend the training date you have booked (e.g. illness, etc.) or if ServiceNow cancels the course, a credit note is not possible under any circumstances. If you cancel, you can name a replacement person. In both cases of cancellation, the validity of your credit remains for 12 months after the order.

For more information, please refer to the **ServiceNow Terms and Conditions.**.

Course Overview

Attend Customer Service Management Fundamentals to master the set up, configuration, and usage of the ServiceNow Customer Service Management application. In this 3-day interactive course attendees master the setup, configuration, and usage of the ServiceNow Customer Service Management application by a combination of lecture, group discussions, and lab work. This course is designed for system administrators, implementers, developers, and application specialists responsible for configuring and managing the Customer Service Management application.

This course is part of the following Certifications

Certified Implementation Specialist – Customer Service Management (CIS-CSM)

Prerequisites

Mandatory Prerequisites:

- ServiceNow Administration Fundamentals (SNAF)
- ServiceNow Platform Implementation (SNPI)

Recommended Prerequisites:

- ITIL v3 or ITIL 4 Foundation Certification

Course Objectives

What you will learn in this course:

- Explore the Customer Service Management application, related applications in the ServiceNow platform, use cases and architecture
- Manage core Customer Service data such as:
    - Case, and case types
    - Consumers, accounts, account relationships and account hierarchies
    - Contacts, contact relationships, account teams and responsibility definitions
    - Contracts, entitlements, and service level agreements (SLAs)
    - Assets, service-aware install base
    - Configure case forms and state flows
    - CSM workspaces and advanced work assignment
    - Case and account escalation, and major issue management
    - Communication channels, including walk-ups
- Explore Reporting and Performance Analytics
- Create Targeted Communications and Special Handling Notes
- Investigate other key process applications including the Customer and Consumer Service Portals, and Communities
- Explore Customer Service Management with IT Service Management and other ServiceNow applications

About Fast Lane

Fast Lane is a global, award-winning specialist in technology and business training as well as consulting services for digital transformation. As the only global partner of the three cloud hyperscalers- Microsoft, AWS and Google- and partner of 30 other leading IT vendors, Fast Lane offers qualification solutions and professional services that can be scaled as needed. More than 4,000 experienced Fast Lane professionals train and advise customers in organizations of all sizes in 90 countries worldwide in the areas of cloud, artificial intelligence, cyber security, software development, wireless and mobility, modern workplace, as well as management and leadership skills, IT and project management.

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