

# *Customer Service Management Fundamentals*

Master the setup, configuration and usage of the ServiceNow CSM application

## Summary

In this 2-day interactive course attendees master the setup, configuration, and usage of the ServiceNow Customer Service Management application. This course is designed for Administrator's responsible for configuring and managing the Customer Service Management application. A combination of lecture, group discussions, and lab work helps attendees achieve the following:

- Place the Customer Service Management application and its related applications in the ServiceNow platform and understand its use cases and architecture
- Configure Accounts, Contracts, Entitlements, Assets, Account Relationships, and Communication Channels
- Configure the Case form, service level agreements (SLAs), and routing and assignment rules
- Work with other key process applications: Knowledge Base, Service Portal, Service Catalog, and Field Services (Work Order) Management
- Explore Mobile Features related to Customer Service Management

## Who Should Attend

This course is designed for functional administrators who plan to configure and administer the Customer Service Management application.

## Prerequisites

- ServiceNow Fundamentals

# Certification

- This course does not offer certification.

# Class Schedule

- Class Schedule (includes 1-hour lunch break)
- Two days (9:00am – 5pm)