



**ServiceNow Customer Service Management**

# **Reviews, tips, and advice from real users**



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# Product Recap

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ServiceNow Customer Service Management

# ServiceNow Customer Service Management Recap

Customer Service Management groups key applications and capabilities into scalable packages that can grow with you as your needs change.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:



“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 AmPmify 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



“The setup phase of the solution was straightforward...Regarding the product's user interface, there is an in-built portal developed by ServiceNow, which is good.”



**Rupesh Jethwa**

Solutions Architect at Globant



“The integration capabilities of ServiceNow are wonderful.”



**Rahul Raman**

Change Manager at SAP



“Our organization has received excellent tech support for ServiceNow Customer Service Management.”



**Chris Jeffery**

Sales Manager - Business Development at AC3

## What users had to say about valuable features:

“One of the solution's most valuable features is its integration with the ITSM suite. When you acquire it, you also get access to incident and problem management from ITSM. This allows you to register a ticket in the product to work with the end user while using ITSM to handle the internal resolution process..”

**JesusVillanueva**

Architect at HandCloud

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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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“The integration capabilities of ServiceNow are wonderful. I can integrate it with different tools and various platforms to get the job done. This is one of the most powerful features. The workflows provided by the platform are amazing. They save me a lot of time, and the automatic notification process eliminates the need for me to seek approvals or send reminders. The roles and responsibilities are clearly defined, and the process is driven by the workflow, which is a significant advantage of ServiceNow..”

**Rahul Raman**

Change Manager at SAP

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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 AmPmify Associates LLP

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The most valuable features are incident management and change management. These features are extensively used by businesses to tackle regular issues. This tool helps to track issues businesses face regularly. If an end user faces an inventory-related issue, they raise a ticket that comes to our incident management tool for ServiceNow Customer Service Management. We work to resolve that issue, allowing businesses to operate smoothly. It also helps to track our past performance, like how many tickets we resolved, and it shows how the business profits from uninterrupted operations. Change requests are vital if there is a business requirement change; they are used for tracking and reporting purposes, showcasing how change requests have been used to keep businesses running smoothly.

**Ankitnilkanth Gosavi**

Works

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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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I did not evaluate other options before choosing ServiceNow Customer Service Management. I have worked on different tools and based on reviews from my peers in similar industries, I decided to go with ServiceNow Customer Service Management.

**Ankitnilkanth Gosavi**

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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 AmPmify 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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“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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“There are many instances where the solution has been deployed in isolation of the desired business outcomes. Many customers in our company did not get an ROI from the product because of the aforementioned circumstances. Our company reviews the deployment factors and fixes them based on the business factors so our customers can realize an ROI for ServiceNow Customer Service Management. Overall, the solution has a great ROI, which also depends on the quality of the solution partner. Clarity of the product, consultation and the client's own business understanding are other factors that influence the overall ROI. .”

**ChrisJeffery**

Sales Manager - Business Development at AC3

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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**

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“I am mainly involved in service management, specifically change management, internal management, problem management, service request management, and knowledge management. These are the key areas..”

**Rahul Raman**

Change Manager at SAP

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“Our clients' most common use case is integrating their IVR system with a robust ticketing solution. This allows for tracking customer complaints and requests. Typically, clients implement this solution to easily control and manage all customer tickets..”

**JesusVillanueva**

Architect at HandCloud

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“The solution is used for the Incident, Problem, and Change modules. The CMDB module was also used for asset management. We evaluated the ITOM solution for integrating the cloud landscape. Since we had some budgetary issues, we did the first scan using the tool and later maintained it offline using the standard copy..”

**UdayThentu**

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Project Manager at a consultancy with 10,001+ employees

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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**

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

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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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# 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**

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

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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**

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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 AmPmify 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. .”

**Gareth Peterson**

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 AmPmify Associates LLP

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“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**

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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**

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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 AmPmify 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

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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**

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“In my company, a different team looks after the maintenance phase of the solution.

Regarding the product's user interface, there is an in-built portal developed by ServiceNow, which is good.

I recommend the solution to those who plan to use it.

I rate the overall solution a ten out of ten..”

**Rupesh Jethwa**

Solutions Architect at Globant

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“I work for a very small organization. I use a CRM solution from headquarters, to be specific, ServiceNow Customer Service Management.

I'm a user of ServiceNow Customer Service Management, and it's a tool that's managed by the team headquartered in Japan, so if I face any issues, I'll just log into the tool and the team will resolve the issues.

My company has ten thousand users of ServiceNow Customer Service Management. The tool is used on a daily basis.

My rating for ServiceNow Customer Service Management is eight out of ten..”

**PawanKumar7**

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

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“ServiceNow Customer Service Management is becoming more popular and the



vendor is being looked upon as a competitor in the CRM sector. It's beneficial to have one ecosystem that can naturally be integrated across different functions. The products from ServiceNow are starting to scale horizontally and are building a huge reputation. Digitizing any workflow provides transparency, communication, connectivity, tracking, reporting, management adherence, and application of SLAs, all of those are the benefits that you get out of ServiceNow Customer Service Management. Automation capabilities in the solution help the customers to focus more on their core business. Productivity, process governance, and risk reduction are other benefits of ServiceNow's automation. Human labor and interactions can be minimized with automation features from the vendor. Automation enhances response time and leverages plug-ins such as AI for optimization. ServiceNow Customer Service Management is considered a premium tool with top-notch offerings, and it's priced accordingly. Having substantial information about the product and the industry helps a potential customer or user identify trends, well-performing features and problematic areas with the solution. This knowledge helps a potential customer of ServiceNow Customer Service Management make effective decisions based on data. I would rate the solution an eight out of ten. I would advise others looking to adopt the solution to ensure that the product addresses the pain points and the business objectives before they purchase and deploy it. .”

**ChrisJeffery**

Sales Manager - Business Development at AC3

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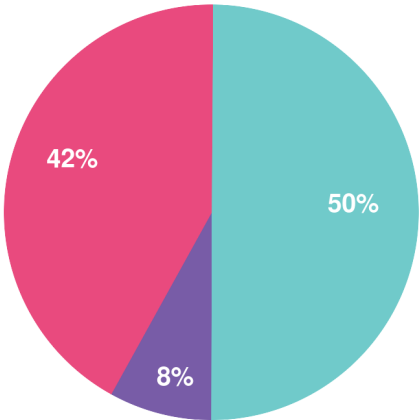
# Top Industries

by visitors reading reviews

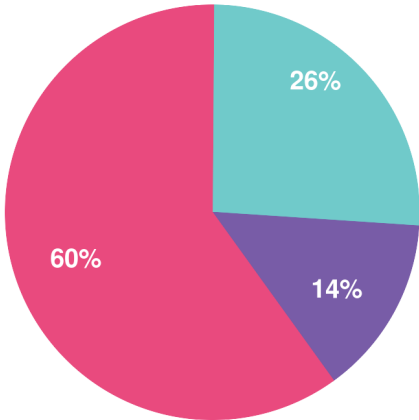


# Company Size

by reviewers



by visitors reading reviews



 Large Enterprise       Midsized Enterprise       Small Business

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