

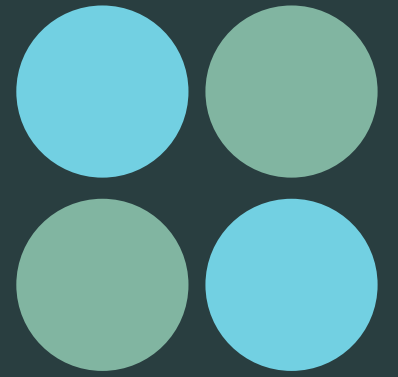
MODERNIN TEKNOLOGIAN JA TYÖNKULKUJEN HYÖDYNTÄMINEN ASIAKASPALVELUSSA

CUSTOMER SERVICE IS

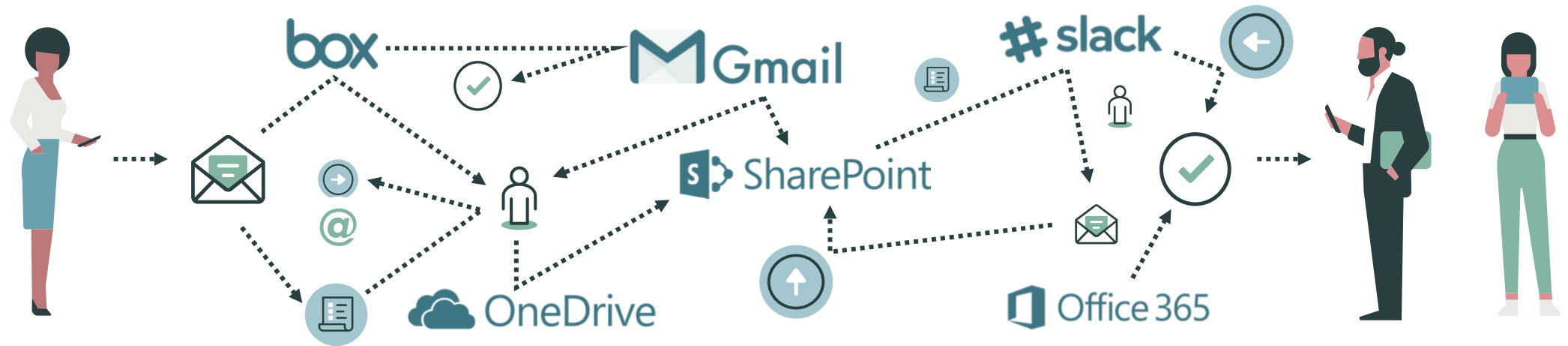
TEAM SPORT



Behind every
great experience
is a great workflow



Today's experience of making work "flow"



Systems of Record

Sales

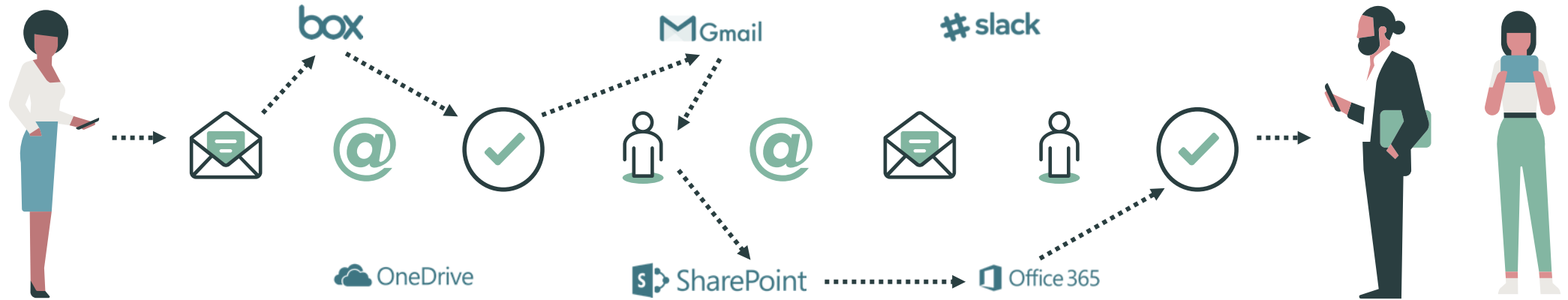
Engineering

Operations

IT

Finance

Putting technology in service of people



Intelligent User Experience / System of Action

System of Record

Sales

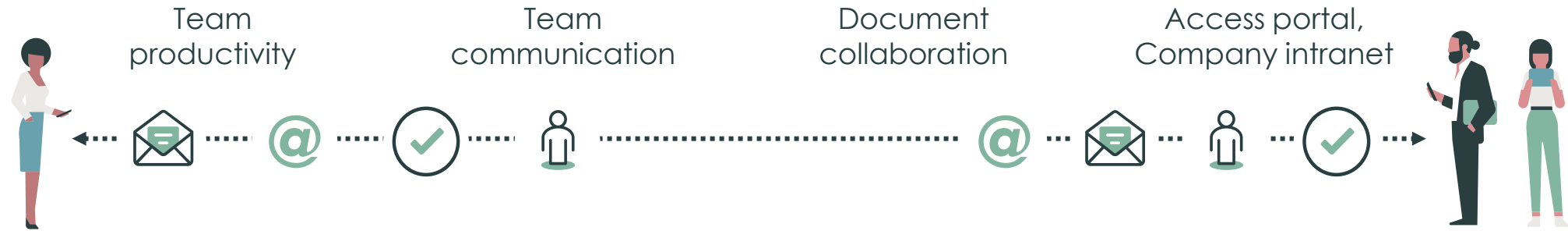
Engineering

Operations

IT

Finance

Access Layer



Workflows

System of Record

Sales

Engineering

Operations

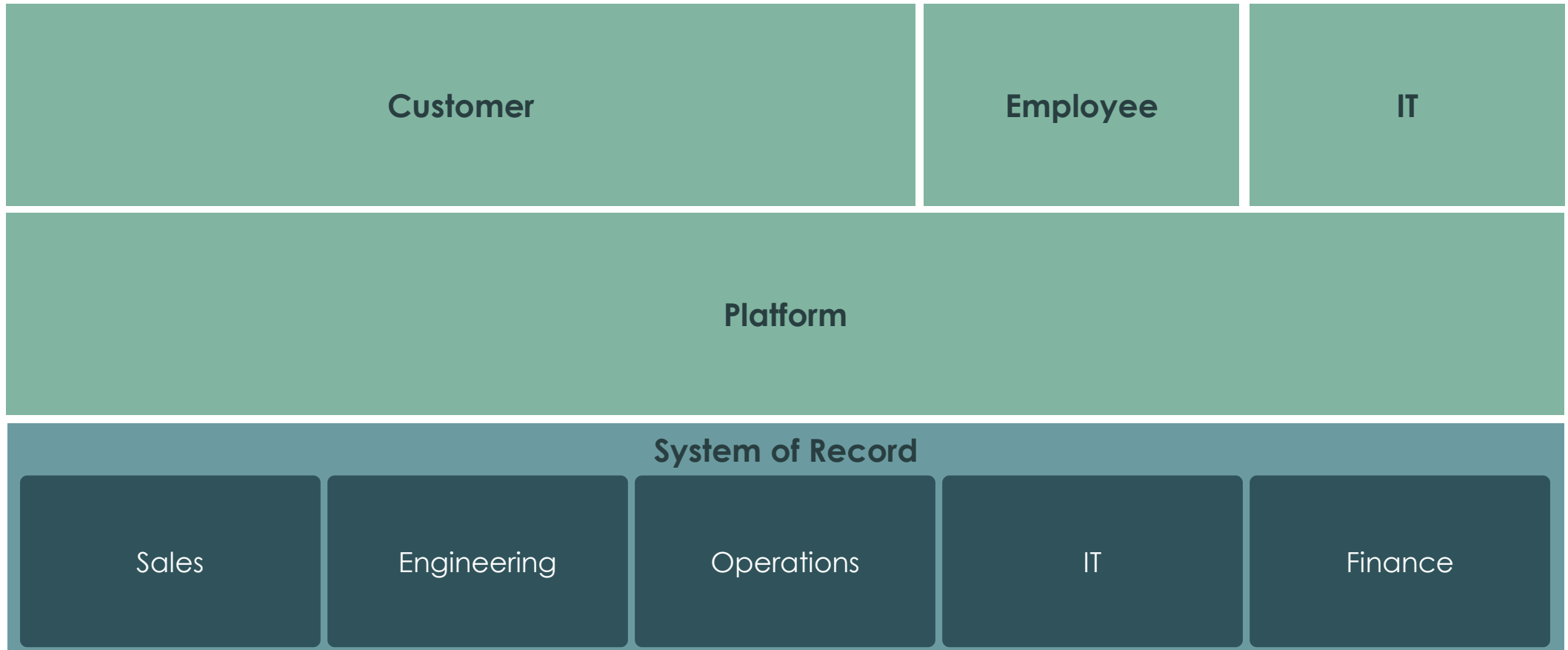
IT

Finance

Access Layer



Workflows



Scaling your operations for unplanned volumes with digital customer service is essential



Customer

Check
shipping
status

Report an
issue

Give
feedback

Manage
account

Evaluate a
product

Onboard

Request
usage
help

Solve
billing
issue

Add a
service

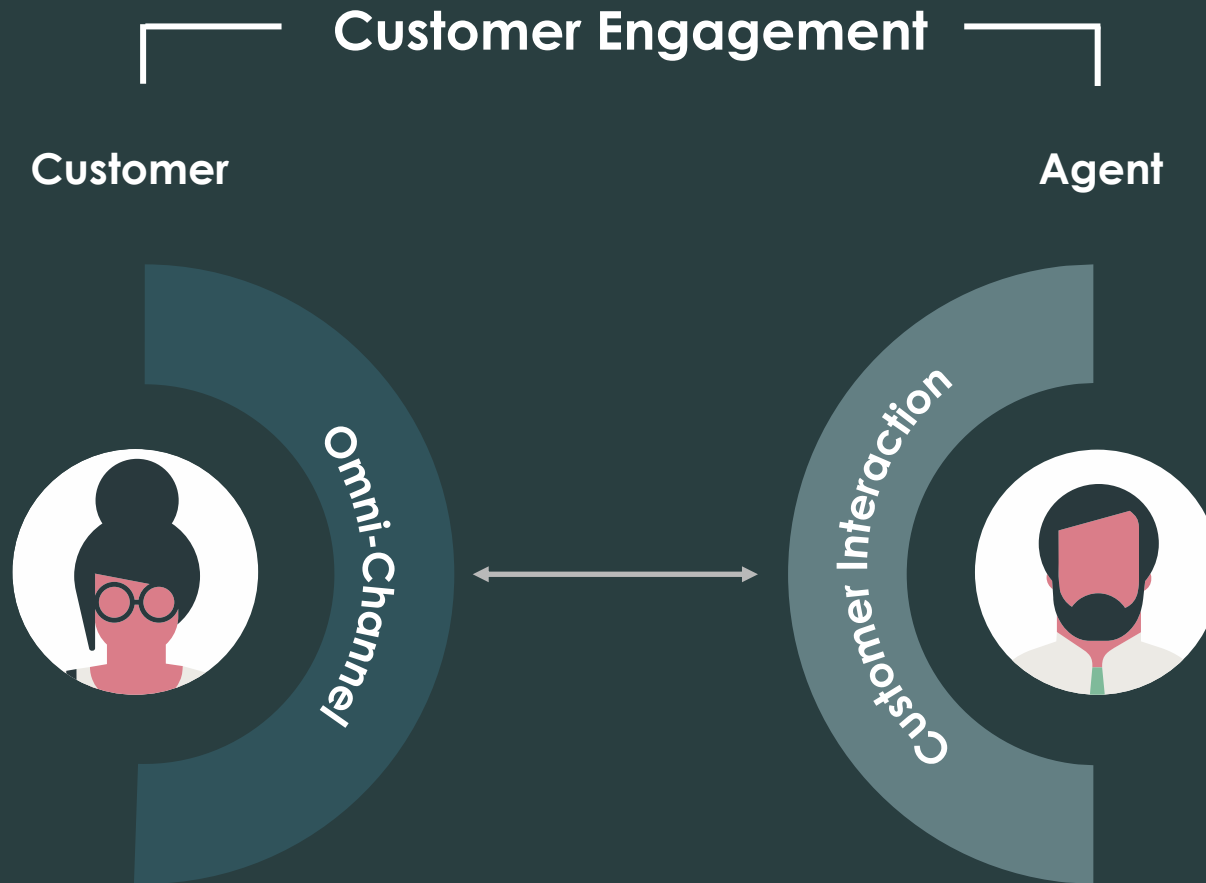
Upgrade

Renew
service

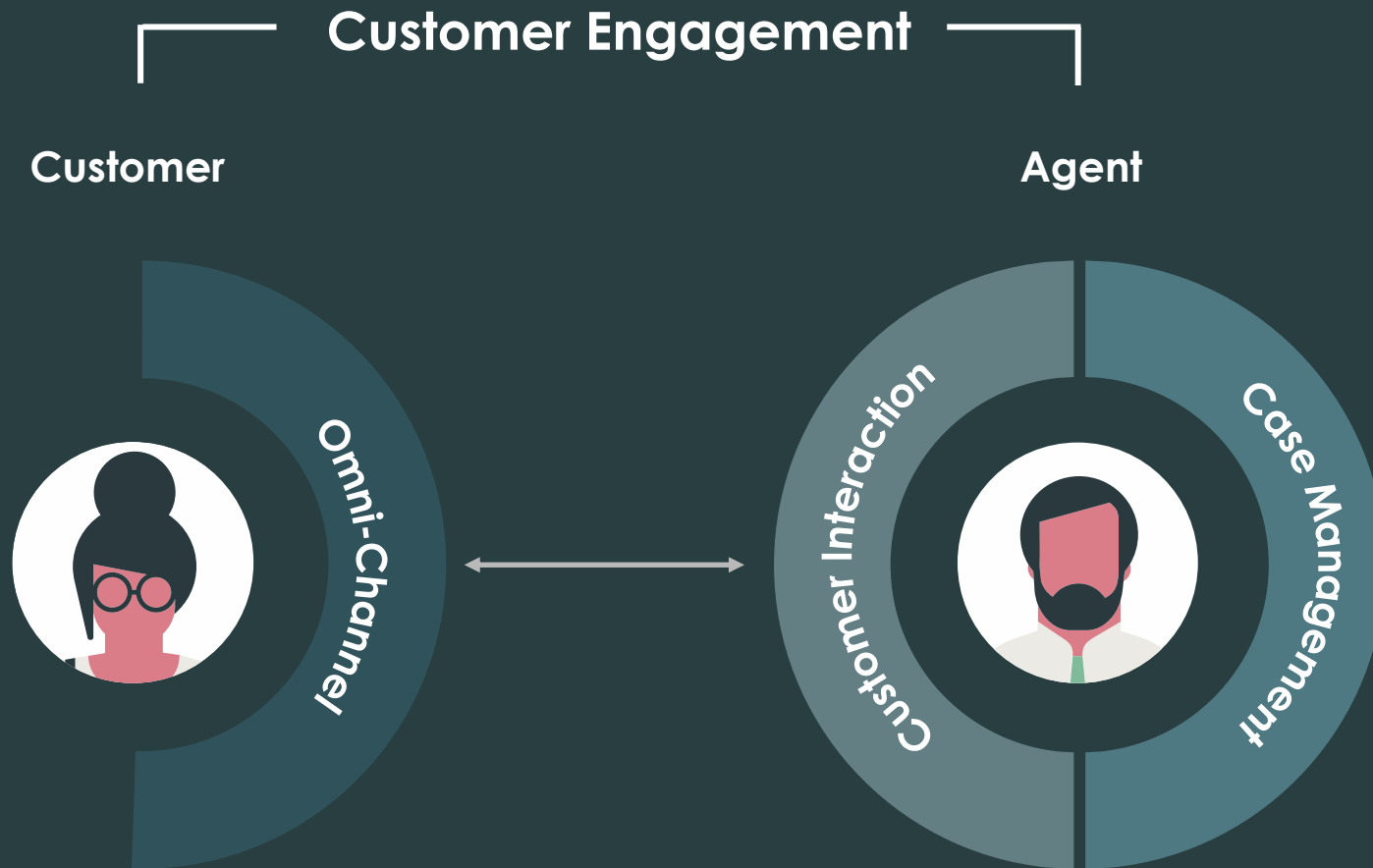
Cancel
service

Customers have many new questions and problems

Agents can feel isolated, and customers are frustrated

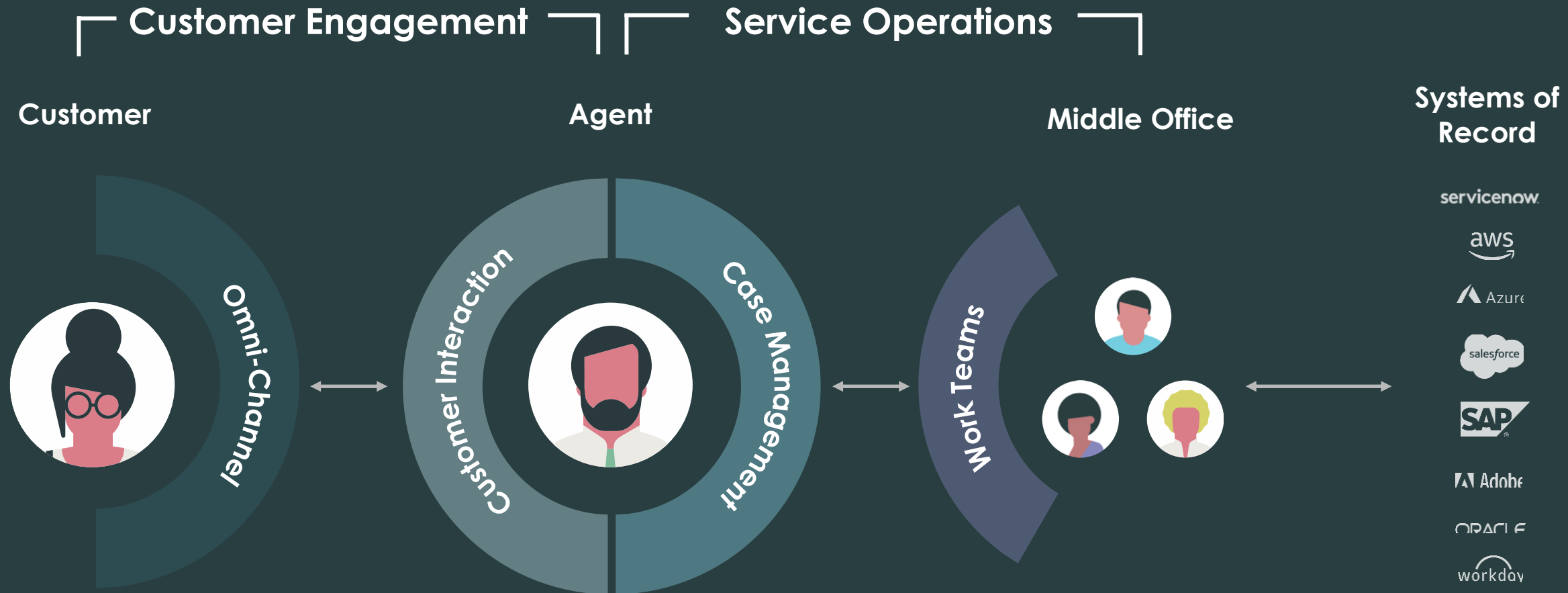


Managing cases helps but it isn't enough



ServiceNow Customer Workflows transform customer experience

Agents are connected to teams with answers or expertise to help fix the problem



They even help solve problems before the customer knows they have one

Customer Engagement Service Operations

Customer

Agent

Middle Office

Systems of Record



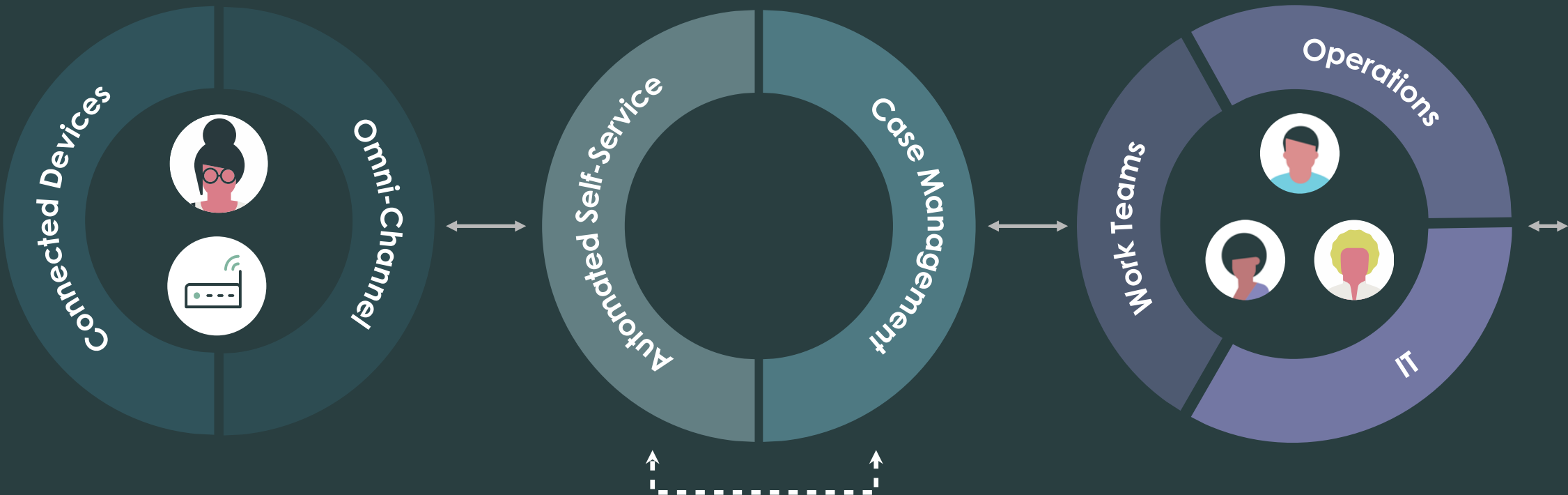
Or solve problems through self-service without an agent

└ Customer Engagement ─┐ └ Service Operations ─┐

Customer

Middle Office

Systems of
Record



Or schedule a person to be on location

Customer Engagement Service Operations

Customer

Agent/Mobile Worker

Middle Office

Systems of Record



Field Service

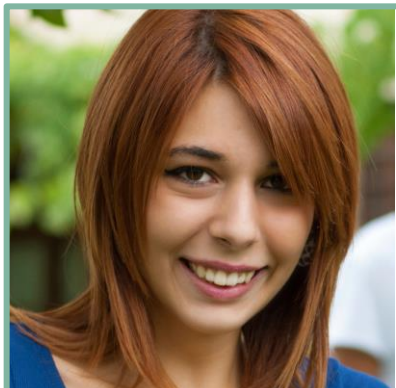
Kaapeli-TV ongelma



Asiakaspalvelija



Palvelu-
päällikkö



Julie | Kaapeli-TV käyttäjä | Asiakas

Julie haluaa vuokrata online-elokuvan.



Asiakaspalvelun
tiiminvetäjä



IT-tukihenkilö





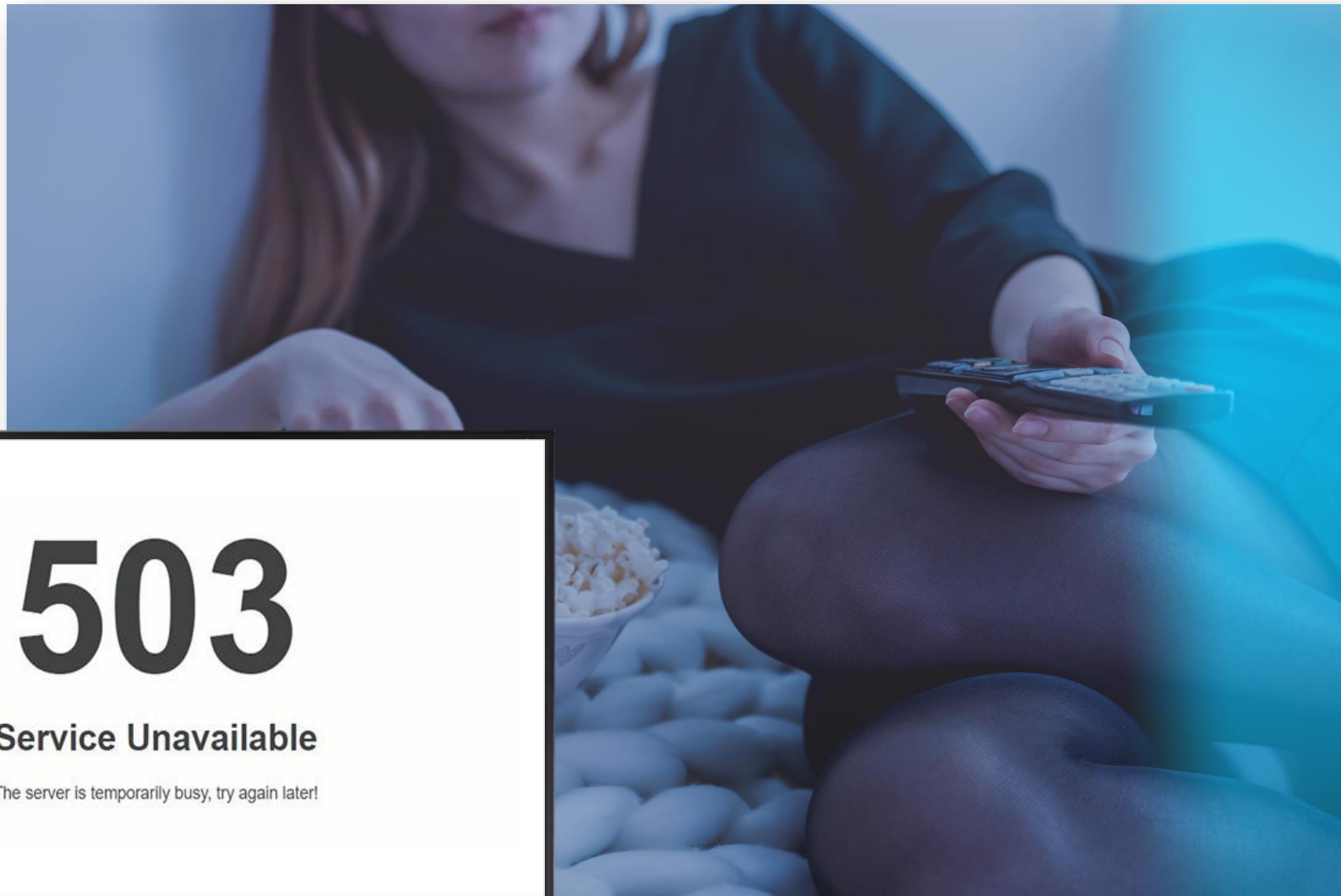
Asiakas

Julie on juuri päättänyt pitkän työpäivän, ja on aikeissa istua katsomaan TV:tä ja vuokraamaan online-elokuvan.



Vika palvelussa

Julie yrittää käynnistää TV-keskittimen, mutta hän saa virheen näytöllä





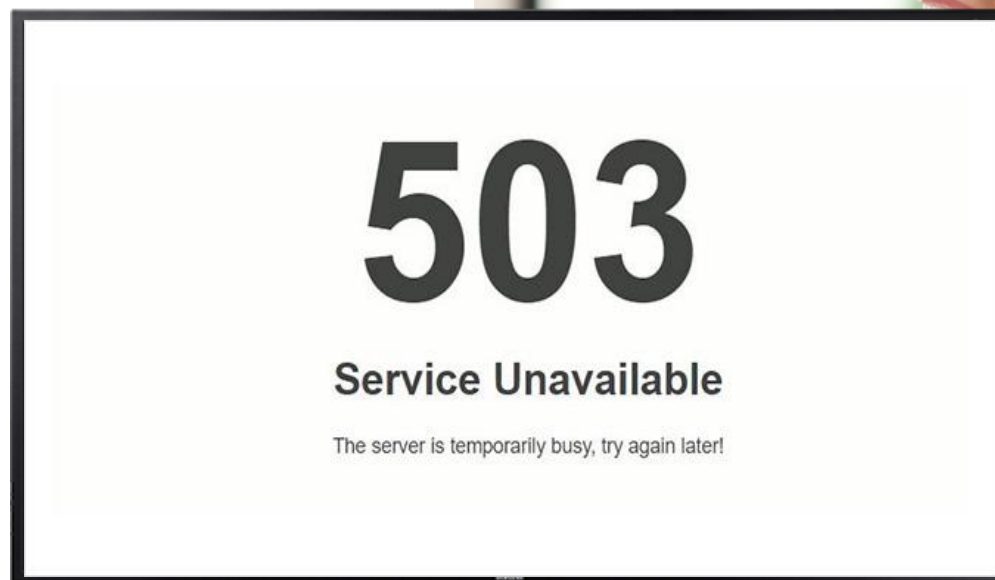
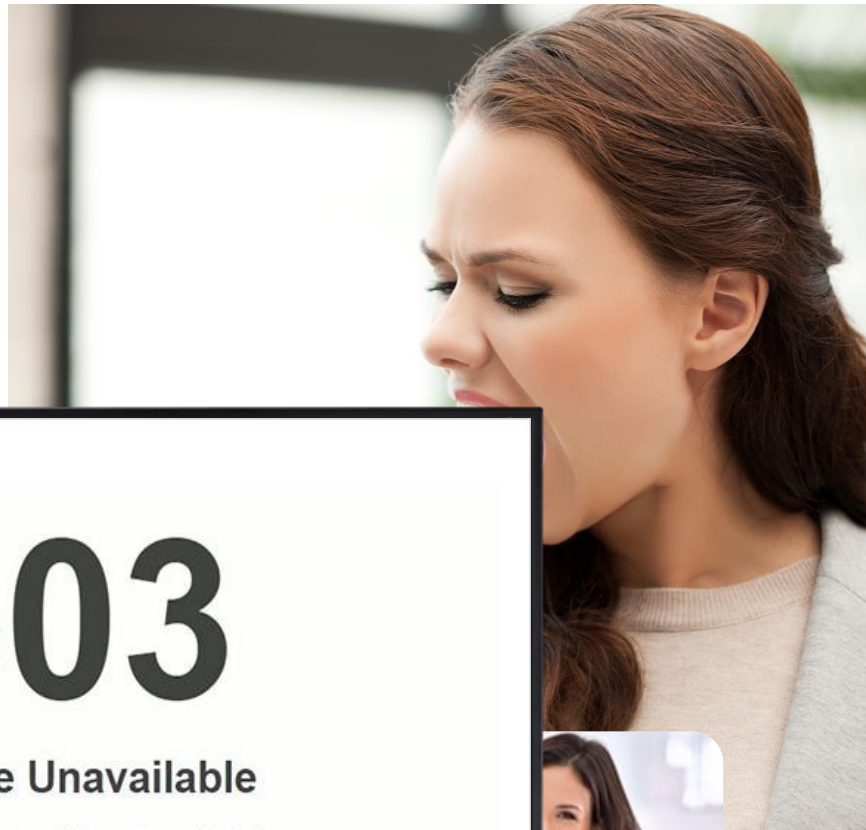
Asiakas

Julie yrittää käynnistää TV-keskittimen uudelleen, mutta virhe jatkuu.



Soitto asiakastukeen

Koska Julie on juuri tehnyt suuren kulhon popcornia ja on valmis rentoutumaan, hän soittaa välittömästi asiakastukeen.





Asiakaspalvelija

John vastaanottaa puhelun työasemaltaan. CTI-järjestelmän kautta hän pystyy näkemään tärkeimmät tiedot Julien tilanteesta ennen kuin hän vastaa.

John ottaa puhelun ja alkaa auttaa Julieta.

Hän kirjaa Julien kertoman vian ja neuvoo Julieta käyttämään puhelinta suoratoistamaan ohjelmaa televisiossa väliaikaisena ratkaisuna.

John kirjaa uuden tapauksen.

The screenshot displays the ServiceNow user interface. On the left is a navigation menu with options like Home, List, and Inbox. The main area shows a call log for 'George Warren' with details such as 'How to get performance data?' and 'Error 503 on TV Box'. A modal window titled 'ACME Phone System' is overlaid, showing contact information for 'Julie Lewis' and a 'New Case' button highlighted with a red circle and an arrow. The background interface includes tabs for 'Details', 'SLAs(1)', 'Tasks', 'Appointments', 'Phone', and 'Email'. A right sidebar shows 'Agent Assist' with search results for 'performance data'.



Asiakaspalvelija

Vikailmoituksen perusteella John pääättelee, että Julien ongelma saattaa vaikuttaa suureen osaan TV Hub -asiakkaita.



Hän ehdottaa, että Julien ongelmaa laajana vikana, jolloin sen ratkaisemista voidaan hallinnoida tehokkaasti keskitetysti.

The screenshot displays the ServiceNow user interface. On the left is a navigation menu with options like Home, List, Inbox, Alerts, Cases, Customer, Interactions, and Knowledge. The main area shows a case titled 'Error 503 on PayNow Terminal' for 'Account Veggie Mate LLC' and 'Contact Julie Lewis'. A 'Propose Major Case' dialog box is open in the center, containing the following information:

- Work notes:** Have received report of failed payments due to "Error 503 - Service Unavailable" issue on PayNow mobile terminals. Partial workaround is to apply offline payment mode (Settings > Payment > Offline Payment) to devices, which will allow them to take transactions up to \$15 without online verification.
- Business Impact:** Very high business impact - Customers are unable to process payments, meaning they are unable to carry out core business activities.

The dialog box has 'Cancel' and 'Propose' buttons. The background case details include a timeline showing '9 hours With Agent' and a 'Case - Priority 1 resolution (8 hour)' indicator. At the bottom, there is a section for 'Customer Details' and a 'John Jason' profile card.



Asiakaspalvelija

Vikailmoituksen perusteella John pääättelee, että Julien ongelma saattaa vaikuttaa suureen osaan TV Hub -asiakkaita.



Hän ehdottaa, että Julien ongelmaa laajana vikana, jolloin sen ratkaisemista voidaan hallinnoida tehokkaasti keskitetysti.

Tukipyyntö päivittyy uudella tiedolla

The screenshot displays the ServiceNow interface for a case record (CS0001002). The left sidebar contains navigation options: Home, List, and Inbox. The main content area is divided into several sections:

- Alerts:** Top Priority, Top Severity, Open Alerts, Acknowledged Alerts, All Alerts.
- Cases:** My Cases, My Open, Unassigned for my groups, All.
- Customer:** Accounts, Partners, Contacts, Consumers.
- Interactions:** My Interactions.
- Knowledge:** My Knowledge Articles.
- Interactions:** My Interactions, All Interactions.

The case details section shows the following information:

- Contact:** Julie Lewis, Operations Manager | Veggie Mate LLC. Mobile phone: (+44) 1123-581321, Business phone: No data, Email: julie.lewis@veggie-mate.com.
- Timeline:** 10 hours With Agent, 0 seconds With Customer.
- Case - Priority 1 resolution (8 hour):** 7h 37m Remaining.

The **Details** tab is selected, showing the following information:

- Case:** Short description: Error 503 on PayNow Terminal. Description: Payments are not being processed due to error. Advised Julie to use offline mode as workaround. State: Open. Opened: 2018-12-17 10:02:16.
- Customer Details:** Account: Veggie Mate LLC, Contract: CNTR0000603, Contact: Julie Lewis, Entitlement: Priority Phone Support, Asset: 244-0448-ACME KY Series k...

A notification at the top of the case details section states: "CS0001002 has been proposed as major case candidate".

The **Activity** section shows a response to this record via "Additional comments (Customer visible)". A work note by John Jason is highlighted, stating: "Proposed as major case candidate. Have received report of failed payments due to 'Error 503 - Service Unavailable' issue on PayNow mobile terminals. Partial workaround is to apply offline payment mode (Settings > Payment > Offline Payment) to devices, which will allow them to take transactions up to \$15 without online verification."

The **Agent Assist** section shows a search for "Error 503 on PayNow Terminal" with 10+ results. Two articles are listed:

- SNMP Error:** Hi, We have network management server. I have configured SNMP on our KX. Updated about a year ago · 0 views.
- Troubleshooting Conference Bridg...** option for the service, not the Error option. After you troubleshoot the issue, change. Updated 4mo ago · 0 views.



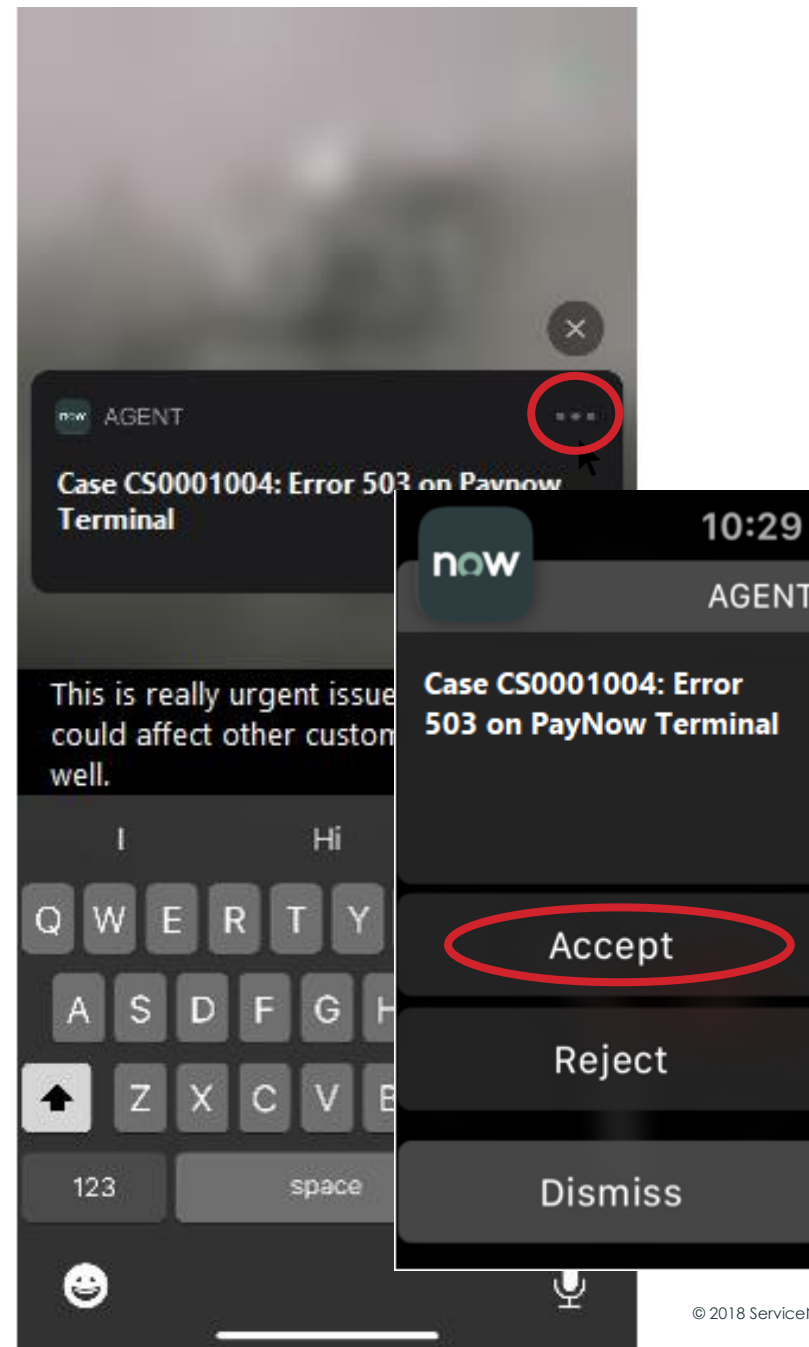
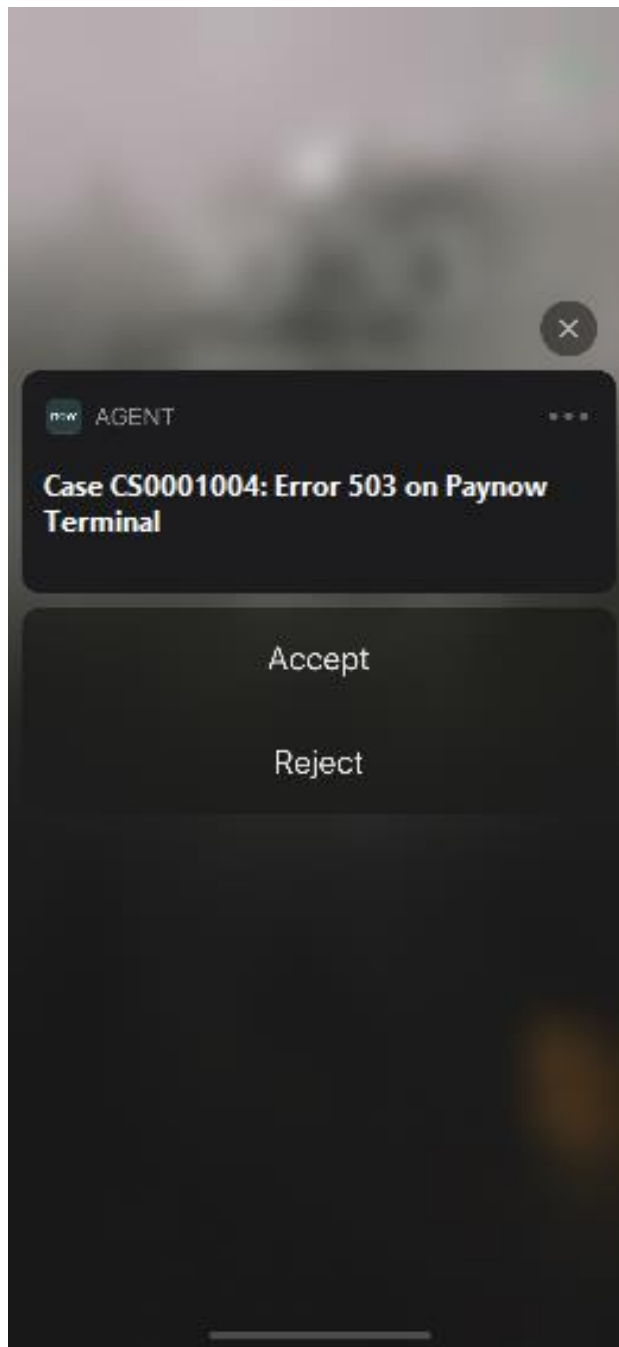
Palvelupääallikkö

Beth saa ilmoituksen uudesta viasta mobiililaitteeseensa, joka saattaa vaikuttaa palvelujen saataavuuteen useilla asiakkailla.

Häntä pyydetään hyväksymään käynnistämään prosessi, jossa tukipyyntöä aletaan käsittelemään laajana vikana.

Beth tarkastelee ehdotetun tapauksen yksityiskohtia ja hyväksyy sen.

Hyväksyntä siirtää tukipyynnön asiakaspalvelun tiiminvetäjälle.





Asiakaspalvelun tiiminvetäjä

Mick saa näytöllä ilmoituksen siitä, että hänelle on osoitettu tukipyyntö

now

Home

+

☰

🏠

🗄️

📱

📞

Needs attention Updated by System ...
CS0001004 (1 - Critical): Error 503 on PayNow Terminal

×

My High Priority Cases

P1
1

Escalated
0
1 - Critical

SLA Breached
3

My Cases

Needs Attention
0

Not Updated in 5d
6

Open
3

All
6

My New Cases

Number	Short description	Priority	Contact	Account
RMA0000300	Exchange with different router series	2 - High	Katherine Johnson	Boxeo
RMA0056700	Return faulty routers	2 - High	Warren Henry	Boxeo

My Teams' Cases

Unassigned
0

P1
20

Escalated
2

All
47

My Organization's Performance

CSAT
23 Aug
No s...

New vs Closed Cases

Month	New	Closed
Feb 2020	~1,900	~2,100
Mar 2020	~1,000	~1,000



Asiakaspalvelun tiiminvetäjä

Mick saa näytöllä ilmoituksen siitä, että hänelle on osoitettu tukipyyntö

Mick ottaa tukipyynnön käsittelyyn ja ilmoittaa siitä asiakaspalvelutiimille.

Hän tunnistaa sen olevan IT-ongelma, joten hän kirjaa siihen liittyvän häiriön ja osoittaa sen IT-tukeen.

Häiriötiketti näkyy myös asiakaspalvelun tukipyynnössä



Asiakaspalvelun tiiminvetäjä

Mick saa näytöllä ilmoituksen siitä, että hänelle on osoitettu tukipyyntö

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Häiriötiketti näkyy myös asiakaspalvelun tukipyynnössä

Hän myös ryhtyy toimiin nostaakseen ennakoivasti tukipyyntöjä kaikille asiakkaille, joita asia koskee.

now System of Action

MD Mick Dunning

Case CS0001004 [Major Case view]

Follow Close Case Update Create Advisory Services Project Create Child Cases Create Incident Propose Solution View Business Service Health Record Time

This is a Major Case. Click here to [View](#) all open Major Cases.

Timeline - Began 2 hours ago - Updated 2 hours ago

2 hours With Agent
0 seconds With Customer

Number CS0001004

Channel Phone

Product KX Series - KX5000

Needs attention ☒

Opened 2018-12-19 03:07:56

Priority 1 - Critical

Assignment group Customer Service Support

Assigned to Mick Dunning

Short description Error 503 on PayNow Terminal

Related Search Results

Special Handling Notes List

Short Description Expires on Priority

Notes Resolution Information **Major Case Information** Related Records

Major case state Accepted

Business impact

Probable cause

Affected Customers

New Conversation

John Jason X George Eales X

To: Jon Gregan X Marit Burke X

Add User



Asiakaspalvelun tiiminvetäjä

Hän myös ryhtyy toimiin nostaakseen ennakoivasti tukipyynnöitä kaikille asiakkaille, joita asia koskee.



Ennakoivien tapausten nostaminen antaa hänelle mahdollisuuden tunnistaa asiakkaat, joihin asia vaikuttaa.

Jakaa heille asiaankuuluvia tietoja.

Ja luoda yksittäiset tukipyynnot kullekin asiakkaalle samalla, kun niitä hallinnoidaan keskitetysti.

Notes Resolution Information Major Case Information Related Records

Major case state Accepted Affected Customers PayNow - KX5000 Customers (UK)

Business impact UK customers are unable to process payments with PayNow (KX5000) terminals. This is affecting their ability to perform core business activities. Possible short terms workaround is to set the terminals to Offline Payment mode.

Probable cause At this point it seems to be an issue with the payment broker infrastructure, not an issue with the devices themselves.

Close Case Update Create Advisory Services Project Create Child Cases Create Incident Propose Solution View Business Service Health Record Time

SLAs (2) Tasks Phone Appointments Emails (2) Child Cases Problems Work Orders

Child Cases Add Create Advisory Services Project Create Incident New Search Updated Search

Parent = CS0001004

		Number	Short description	Contact	Account	Consumer	Channel	State	Priority	Reassignment count	Assigned to	Updated
☐	i	CS0001015	Error 503 on PayNow Terminal	Amy Arquette	Boxeo Canada	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54
☐	i	CS0001021	Error 503 on PayNow Terminal	Julie Lewis	Veggie Mate LLC	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54
☐	i	CS0001016	Error 503 on PayNow Terminal	Marta Hoch	Boxeo Germany	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54
☐	i	CS0001019	Error 503 on PayNow Terminal	Craig Parker	Boxeo USA	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54
☐	i	CS0001022	Error 503 on PayNow Terminal	Michelle Semmler	Boxeo EMEA	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54
☐	i	CS0001017	Error 503 on PayNow Terminal	Robert Turner	Unity System	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54
☐	i	CS0001014	Error 503 on PayNow Terminal	Amy Pascal	Spark Technologies	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54
☐	i	CS0001020	Error 503 on PayNow Terminal	Ronald Hawes	Elegant Communications	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54
☐	i	CS0001018	Error 503 on PayNow Terminal	Charlie White	Vector Solutions	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54
☐	i	CS0001013	Error 503 on PayNow Terminal	Thomas Pfeifer	Boxeo France	(empty)	Web	Open	1 - Critical	0	(empty)	2018-12-20 04:19:54

☐ Actions on selected rows... 1 to 10 of 10



IT-Tuki

Chris ottaa IT-häiriön etusijalle, koska se koskee useita asiakkaita.

Vianselvityksen aikana selviää, että korjaus vaatii palvelimen uudelleen käynnistykseen, jonka Chris käynnistää automatisoidun työnkulun kautta.

HomeINC0025467+

My Work

Number	Created	Priority	State	Short description
INC0010001	01.09.2020 08:01:36	1 - Critical	In Progress	Error 503 on PayNow Terminal
TODO0001107	28.04.2020 02:21:35	4 - Low	Open	Acknowledge Teams Training Completion
TODO0003656	14.05.2020 15:18:19	4 - Low	Work in Progress	Review The COVID-19 Facts To-Do
TODO0003659	14.05.2020 15:18:19	4 - Low	Work in Progress	View COVID-19 Helpful Resources To-Do
TODO0003698	14.05.2020 15:18:22	4 - Low	Work in Progress	Travel Guidance Video To-Do

Unassigned Incidents

Number	Short description	Caller	Priority	State	Category	Assigned to
INC0025466	Database error observed in EMEA Private ...	Janet Schaffter	1 - Critical	New	Database	Data
INC0025465	Users are not able to access EMEA Private ...	Tia Lino	1 - Critical	New	Network	(emp

Happening Now

Open P1 Incidents

66

Incident SLA Breached

220

Incident Not Update in 24 Hours

13,594

Incident SLA at Risk

0

My Incidents

1

Unassigned Incidents

TRIGGER

n:w

Change Request Created or Updated where (Sys ID is 123)

ACTIONS

1

n:w

Look Up Approval Record where (Approval for is (Trigger = Change Request Record) , and Approver is ...

2

n:w

Update Approval Record

3

Wait for 01 second(s)

4

n:w

Update Change Request Record

5

Wait for 01 second(s)

6

n:w

Look Up Change Task Records where (Change request is (Trigger = Change Request Record))

7

For Each Item in (6 = Change Task Records)

7.1

n:w

Update Change Task Record

8

n:w

Update Change Request Record

9

Wait for 01 second(s)

10

n:w

Update Change Request Record

+

Select to add an Action, Flow Logic, or Subflow

now

26

trial.



Asiakaspalvelija



Asiakaspalvelun tiiminvetäjä

IT-tuki ratkaisee vian ja
tämä näkyy
automaattisesti
asiakaspalvelulle.

now

The screenshot displays the Now support system interface. The left sidebar contains navigation options: Home, List, and Inbox. The main content area shows a case titled 'Error 503 on PayNow Terminal' for 'Account Veggie Mate LLC' and 'Contact Julie Lewis'. The case is marked as 'Priority 1 - Critical' and 'State Open'. The interface includes sections for Contact details, Timeline, and Case details. A 'Details' tab is active, showing the case description: 'Error 503 on PayNow Terminal'. The description states: 'Payments are not being processed due to error. Advised Julie to use offline mode as workaround'. The case is opened on 2018-12-17 10:02:16. The 'Customer Details' section shows the account 'Veggie Mate LLC', contract 'CNTR0000603', contact 'Julie Lewis', entitlement 'Priority Phone Support', and asset '244 0440 - ACME KV Series...'. The 'Activity' section shows a comment by John Jason: 'Respond to this record via Additional comments (Customer visible)'. The 'Agent Assist' section shows search results for 'Error 503 on PayNow Terminal'. A callout bubble highlights a status update: 'Incident INC0010001 has been updated to state - Resolved Resolution Code - Solved (Permanently) Resolution Notes - Reboot done'.

now

CS0001002

Details

Error 503 on PayNow Terminal

Account Veggie Mate LLC Contact Julie Lewis Priority 1 - Critical State Open

Close Case Propose Solution Request Info Save

Contact

Julie Lewis
Operations Manager | Veggie Mate LLC
Mobile phone (+44) 1123-581321 Business phone No data Email julie.lewis@veggie-mate.com

Timeline

9 hours With Agent
0 seconds With Customer

Case - Priority 1 resolution (8 hour)
8h Remaining

Details SLAs(2) Tasks Appointments Phone Emails(1) Escalations Child Cases Special Handling N... (3) Interactions

Case

Short description
Error 503 on PayNow Terminal

Description
Payments are not being processed due to error.
Advised Julie to use offline mode as workaround

State
Open

Opened
2018-12-17 10:02:16

Customer Details

Account Veggie Mate LLC Contract CNTR0000603

Contact Julie Lewis Entitlement Priority Phone Support

Asset 244 0440 - ACME KV Series...

Activity

Respond to this record via
Additional comments (Customer visible)

Type comment or attach solution

Post

John Jason Field changes 2018-12-17 10:08:01

Agent Assist

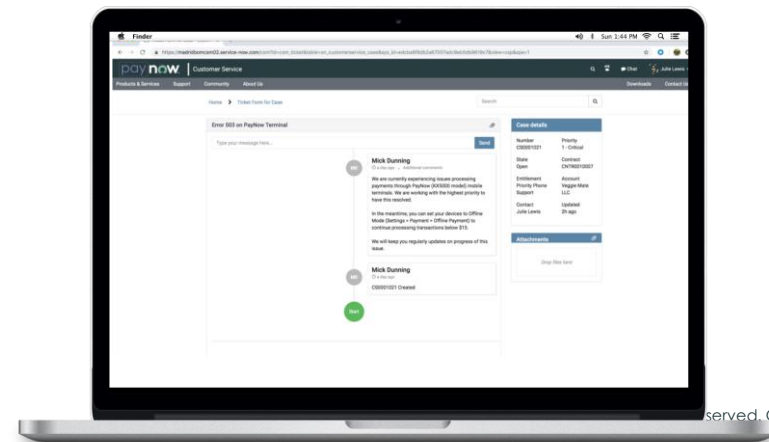
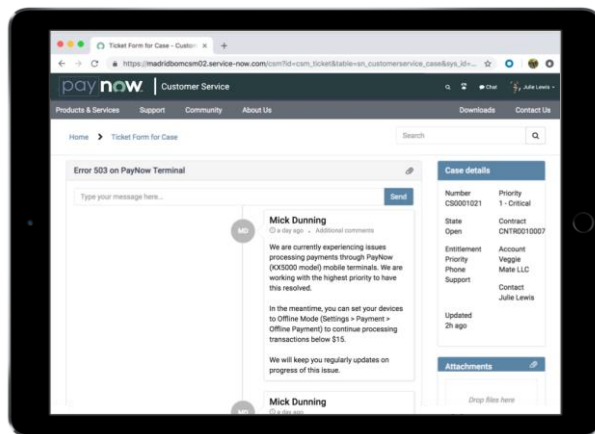
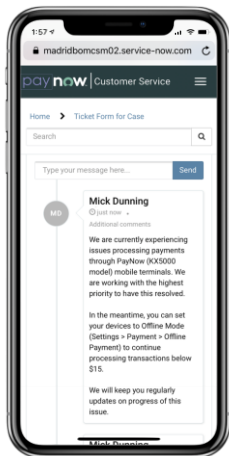
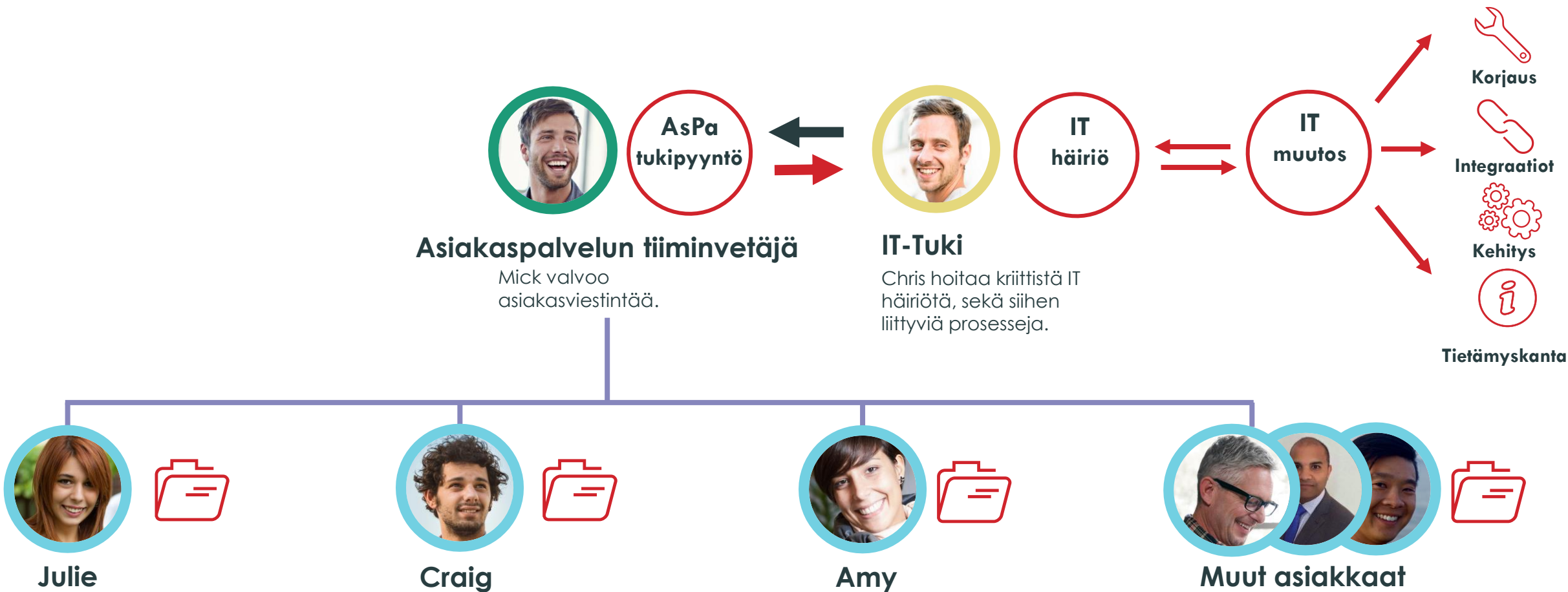
Error 503 on PayNow Terminal

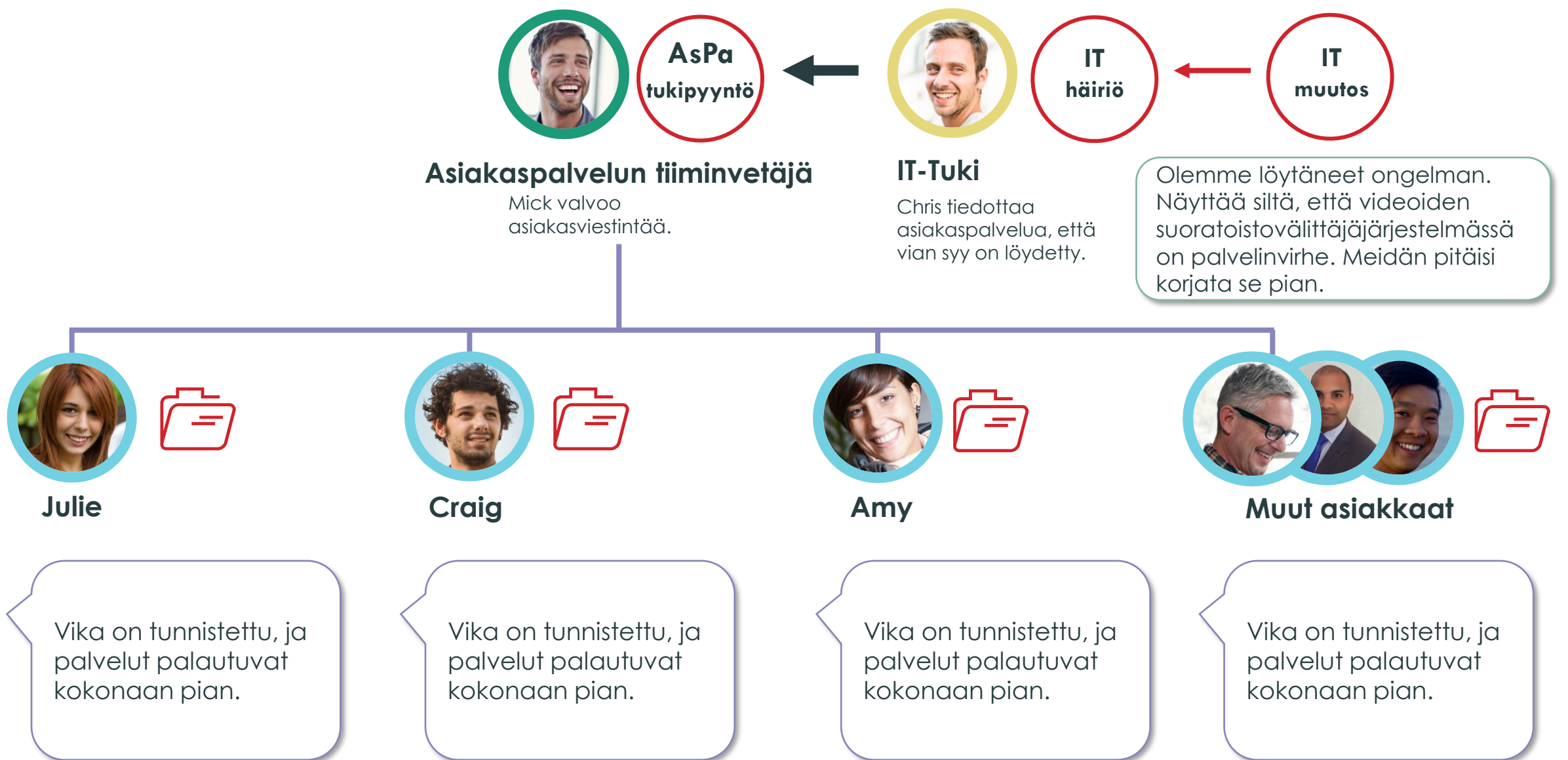
10+ Results

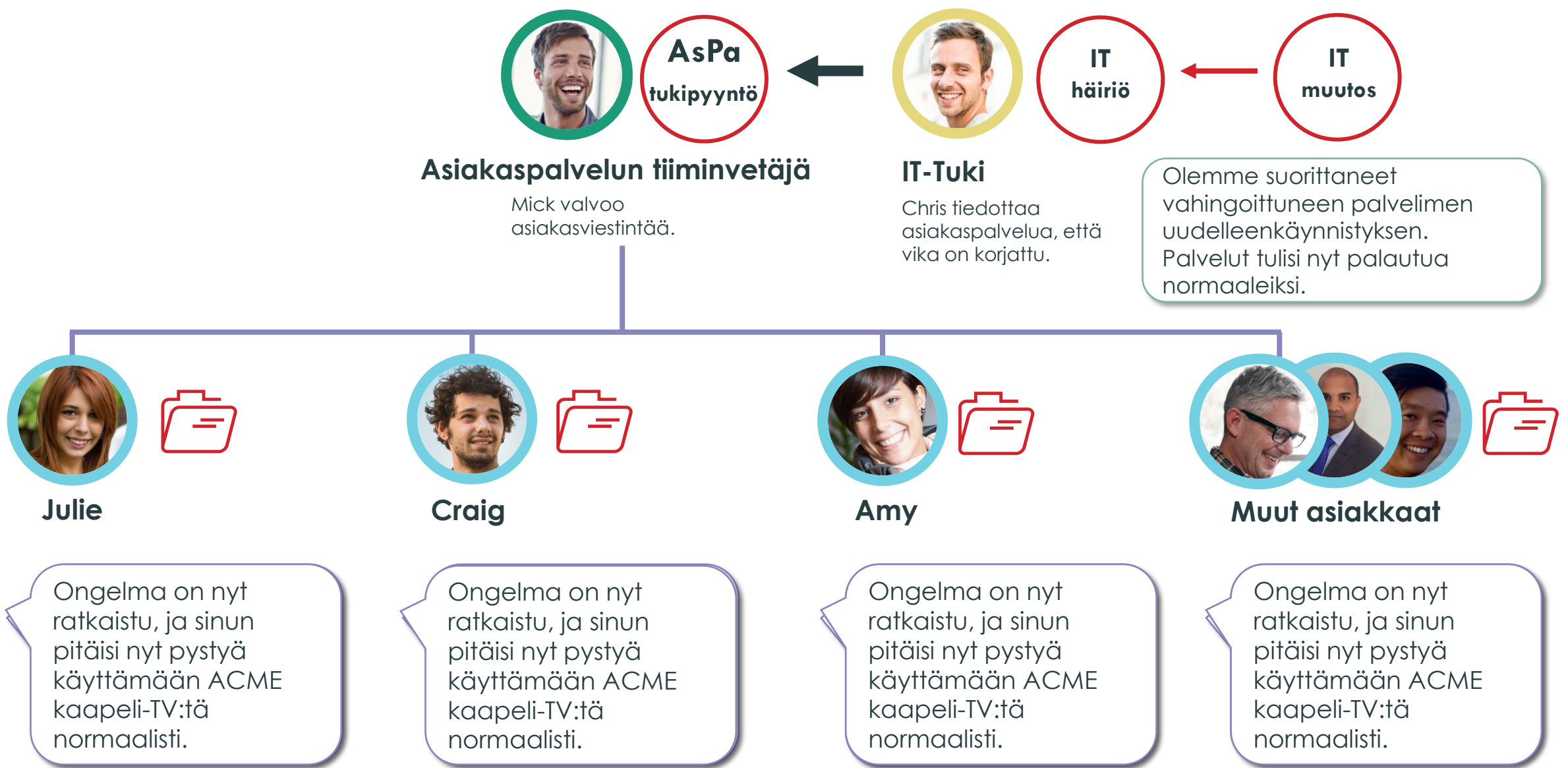
Article
SNMP Error
Hi, We have network management server. I have configured SNMP on our KX
Updated about a year ago · 0 views

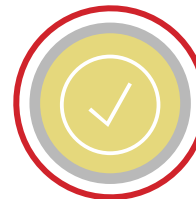
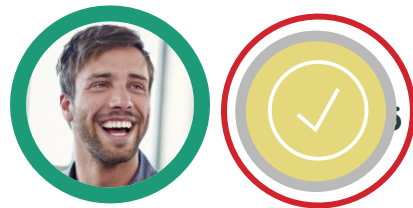
Article
Shooting Conference Bridg...
service, not the Error option.
reshoot the issue, change
0 views

Incident [INC0010001](#) has been updated to state - Resolved
Resolution Code - Solved (Permanently)
Resolution Notes - Reboot done









Olemme suorittaneet vahingoittuneen palvelimen uudelleenkäynnistyksen. Palvelut tulisi nyt palautua normaaleiksi.

Asiaskaspalvelun tiiminvetäjä

Mick valvoo asiakasviestintää.

IT-Tuki

Chris tiedottaa asiakaspalvelua, että vika on korjattu.



Julie

This Case requires your action

Accept Solution

Reject Solution

Ongelma on nyt ratkaistu, ja sinun pitäisi nyt pystyä käyttämään ACME kaapeli-TV:tä normaalisti.



Craig

This Case requires your action

Accept Solution

Reject Solution

Ongelma on nyt ratkaistu, ja sinun pitäisi nyt pystyä käyttämään ACME kaapeli-TV:tä normaalisti.



Amy

This Case requires your action

Accept Solution

Reject Solution

Ongelma on nyt ratkaistu, ja sinun pitäisi nyt pystyä käyttämään ACME kaapeli-TV:tä normaalisti.



Muut asiakkaat

This Case requires your action

Accept Solution

Reject Solution

Ongelma on nyt ratkaistu, ja sinun pitäisi nyt pystyä käyttämään ACME kaapeli-TV:tä normaalisti.

Tapaus kirjataan
ennakoivasti asiakkaille,
joita asia koskee

Ennakointi

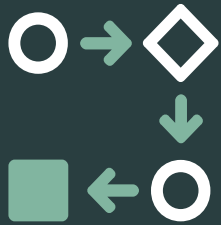
Asiakkaita pidetään
ajan tasalla

Asiakastyytyväisyys

Osastot työskentelevät
yhtenä tiiminä

Tehokkuus

Customer Service Management value proposition



End-to-end

Connect people,
processes, and systems

Resolve complex issues
end-to-end



Proactive

Monitor, resolve,
and preempt issues

Intelligently fix problems
before customers know
they have them



Self-service

Automate and
personalize self-service

Drive action to instantly
take care of common
customer requests

THE BUSINESS TECHNOLOGY COMPANY