

# Improve Customer Service

## Evora ServiceNow CSM

### Make Customer Service Flow

With ServiceNow's Customer Service Management (CSM), Evora enables businesses to streamline their customer service processes to deliver the responsive and effortless experience customers expect. By connecting front, middle, and back-office teams, businesses can boost productivity, proactively address issues, automate common requests, expand self-service, and more!

### How It Works



Make it easy for customers to engage. Provide customer service across any channel at any time.



Reduce case volume with self-service via catalog, knowledge base, community, virtual agent, or portal.



Proactively monitor for potential issues to create cases and take action automatically.



Assign tasks across the enterprise. Connect customer service with other teams to drive resolution accountability.



Fix underlying issues to eliminate calls, drive knowledge base changes, preemptively notify customers, and act on trends.

### Customer Service Stats

**\$75B** is lost by US companies annually because of poor customer service

**33%** of customers will consider switching after a single bad experience

**\$775M** can be saved in 3 years by boosting CX score a few points (*on average for a company with \$1B in annual revenue*)

**55%** YoY improvement in customer satisfaction scores with ServiceNow CSM

**180%** ROI achieved by a user of ServiceNow CSM

### Customer Satisfaction



CSAT 4.5/5

