CSM

Resolve complex issues end-to-end, proactively fix problems, and drive action to instantly solve common requests.

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

Assign tasks across the enterprise
Connect customer service with engineering, field service, finance, and other teams.

Monitor for issues and create cases
Proactively monitor customers’ products and services and take action on potential issues and outages.

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

Reduce case volume with self-service
Encourage customers to help themselves with a self-service catalog, communities, knowledge base, and portal.