

SERVICENOW: DELIVERING PROACTIVE SELF SERVICE MANAGEMENT



FIND THE ANSWER, ON YOUR TERMS

ServiceNow Service Portal acts as a single point of reference for users to access the information they require, without the wait times or hold music.



CHAT YOUR WAY TO THE ANSWER

Use out-of-the-box conversations to address common questions, or design custom conversations for business-specific interactions and trending topics.



BENEFITS FOR THE BOTTOM LINE

A typical self-service interaction can be 98% less expensive than a phone - or email-based - interaction, resulting in significant savings in your organisational overheads.



SPEED UP TIME TO VALUE

JDS can deploy self-service capabilities quickly to any online or mobile web site. Implement a scalable, flexible solution without lengthy project timelines.

USERS HAVE THE NEED FOR SPEED

Self-service is no longer a "nice to have". In fact, over 81% of consumers now prefer self-service technology over human contact. Empowering users with an easily accessible and easy to navigate self service portal will not only enhance their overall experience and drive loyalty, but can also lead to streamlined business operations and increased efficiency.

With the ServiceNow platform, JDS can consolidate and automate user's self-service requirements, creating an effortless and valuable interaction. Using key features such as Service Portal, Knowledge Management and Virtual Agent, organisations are able to take a programmatic, customer-centric approach to achieving faster time to resolution, and user satisfaction fulfilment.

WHY JDS?



Local



Skilled



Experienced