## C1 SmartStart for Customer Service Management
# Modern Case Management & Customer Experience

Rapid deployment of ServiceNow CSM that modernizes case intake, routing, SLAs, and self-service. Automation and dashboards improve customer experience, reduce cost, and scale support.

### THE IMPACT

| **20-40%** | **25-50%** | **15-30%** |
|---|---|---|
| Agent Workload Reduction | Faster Case Resolution | CSAT Improvement |

### ◼ Measurable Impact

- 20-40% reduction in agent workload
- 25-50% faster case resolution times
- 15-30% CSAT improvements
- Fewer SLA breaches and lower cost per case
- Higher self-service adoption and ticket deflection

### ◼ Primary Use Cases

- Faster case assignment and intelligent routing
- Volume reduction through self-service and knowledge
- Improved SLA performance tracking and enforcement
- Increased customer transparency and communication
- Optimized support operations at scale

### Multi-Channel Intake

Portal, email, and chatbot case capture with intelligent routing by product, tier, and customer segment.

### Self-Service Portal

Knowledge base deflection reduces volume through automated self-service and guided resolution paths.

### Automated SLAs

SLA timers with breach prevention, automated tasking, escalations, and proactive customer notifications.

### KEY USE CASES

→ Multi-channel case intake with intelligent routing by product, tier, and customer segment
→ Self-service portal with knowledge base deflection reducing ticket volume
→ Automated SLA management with breach prevention and proactive notifications
→ Real-time dashboards for CSAT, case volume, MTTR, and agent performance

## Why C1Secure

### Rapid Deployment

SmartStart methodology gets your CSM program live faster than traditional implementations.

### Scale-Ready Design

Built to grow with your support operation across channels, products, and customer segments.

### Performance Visibility

Real-time dashboards for CSAT, MTTR, volume, and agent metrics for data-driven improvements.

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**Modern, scalable customer service management on ServiceNow.**
*Pricing based on channels, product complexity, and support volume.*

**Ready to accelerate?**
info@c1secure.com | (404) 446-4496 | c1secure.com

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