



# core.x

## Modernize Customer Experience with ServiceNow Customer Workflows

Fast, Frictionless, and AI-Powered Service Delivered at Scale

Today's customers expect instant resolutions, seamless support, and consistent experiences across every touchpoint. But many organizations are held back by siloed teams, manual case management, and underutilized technology. ServiceNow CSM helps you shift from reactive to proactive service — while CoreX ensures your workflows are designed for long-term impact.

## Why Most Customer Service Models Are Falling Short

Even the best products can't overcome a poor service experience and today, customer expectations are higher than ever. But while support teams work harder, service quality is declining. According to Forrester, CX is at its lowest point in years, and companies are struggling to keep up.

What's causing the disconnect? A mix of outdated processes, siloed operations, and underused technology are making it harder (and more expensive) to deliver the seamless support modern customers expect.



### **Service as a silo.**

Customer journeys span billing, operations, fulfillment, and more—yet most teams are still operating in isolation.



### **High attrition, low productivity.**

Turnover in service teams leads to inconsistent experiences, longer resolution times, and higher training costs.



### **Omni-channel overload.**

With 80% of customers demanding cross-platform support, disconnected systems can't keep up.



### **Lagging tech adoption.**

Most digital platforms are underutilized or poorly integrated, especially as AI capabilities outpace deployment strategies.

The bottom line? Outdated systems and siloed operations can't keep pace with rising expectations. But with ServiceNow Customer Workflows, you can connect the dots with AI, automation, and end-to-end visibility.

# Smarter Customer Service Starts Here: Unlock the Power of ServiceNow Workflows

ServiceNow's Customer Workflows unify support operations through intelligent automation, case management, and AI-driven insights. Whether you're resolving a case or proactively addressing customer needs, the platform empowers teams to do more — with less effort.

## Key Capabilities

1. **Smarter Self-Service.** Virtual agents, Now Assist, and AI-powered portals deflect routine tickets and give customers 24/7 support access.
2. **End-to-End Case Automation.** Automate intake, routing, prioritization, and resolution to reduce response times and boost productivity.
3. **Cross-Department Collaboration.** Break down silos with digital workflows that route work to the right teams, eliminating delays and rework.
4. **Intelligent Agent Workspace.** Give agents a unified, AI-powered workspace that surfaces relevant insights and actions in real time.
5. **Proactive Issue Resolution.** Leverage predictive intelligence to fix problems before they reach the customer, cutting costs while improving NPS.

**Why CoreX?** CoreX builds customer workflows that reduce costs, improve service quality, and scale with your business. With CoreXpand, our managed services program, we keep your platform optimized as your needs evolve.

## Let's Redefine Customer Service - Together.

Delivering effortless service experiences is possible with the right platform and the right partner. CoreX helps you build connected, proactive, and intelligent customer workflows that scale with your business.

[Schedule Your Consultation.](#)

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