

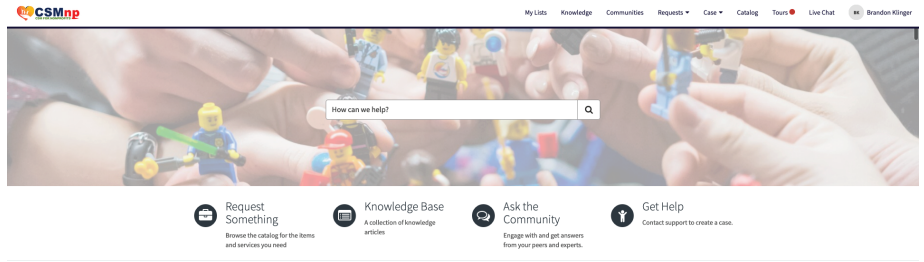
ENABLING NONPROFITS TO EMBRACE DIGITAL TRANSFORMATION

Nonprofit organizations operate with a noble cause to create a positive impact on health, society, and the environment by shifting organizational and shareholder focus away from purely commercial purposes. Nonprofits can gain competitive advantage by providing seamless digital experiences for employees and customers, and also by effectively managing enterprise assets. However, nonprofits are often challenged with limited resources, technical expertise, and budget constraints when it comes to deploying digital solutions.

With the ServiceNow low-code development platform, Exterprise has created quick start implementation programs specifically for nonprofits to streamline processes, improve service delivery, and enhance the overall experience for employees and communities served.

CSMnp SOLUTION

CSMnp is the ideal Customer Service Management solution for nonprofits to easily engage with customers, monitor for issues, and auto-create cases.



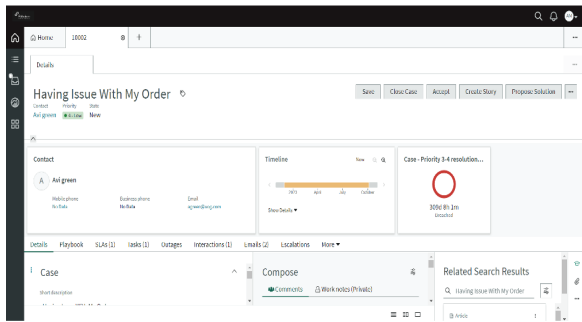
TIMELINE

Six to Seven weeks of consulting, implementation, testing and go-live.

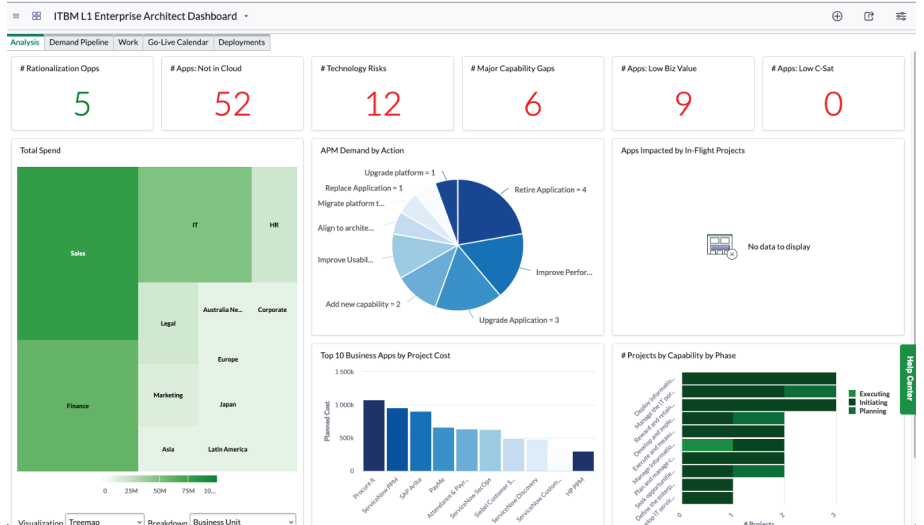
BUDGET

\$30,000 to \$35,000 with flexible payment terms. Exterprise will provide post go-live support for a period of two calendar months, for up to 20 hours a month. Nonprofit hourly rate: USD \$80.

NOTE: Integration with external applications, ServiceNow licenses purchased, migration of historical data and other customizations will affect the timeline and budget.



RESOLVE CASES QUICKLY BY ASSIGNING TO THE RIGHT TEAMS BASED ON SKILLS AND AVAILABILITY. ENABLE PROACTIVE CUSTOMER SERVICE AND PREVENT FUTURE CASES.



FEATURES / FUNCTIONS

Customer Service Portal: Engage and serve customers via a single configurable unified portal.

Case Management: Creation and resolution of cases with rules, routing, and approvals. Automate through workflows, manage SLAs, and notify customers. Up to five custom Service Catalogs will be configured.

NOW Assist: Enhance agent productivity through Gen AI.

Agent Workspace: Couple Customer Operations and Service Management capabilities to provide digital workflows that enable best practices to automate and improve service reliability and deliver positive outcomes.

Predictive Intelligence (PI): Configure PI to automatically categorize and route issues to the right resolution team and make technicians cognizant with AI and ML based answers and recommendations. Up to five PI solution definitions will be configured.

Knowledge Management: Improve business efficiency with easy knowledge sharing and collaboration.

Virtual Agent (VA): Quick resolution to frequent IT service requests via Virtual Agent, an automated, conversational chatbot that understands natural human language. Up to four custom VA topics will be configured.

CMDB: Manually load asset data and create the CMDB, so assets can be linked to users and tickets.

Mobile Agent: Allow IT agents to work on tasks and requests on mobile devices from anywhere.

Training: Exterprise will conduct three, one-hour, virtual sessions (limited to 5 trainees) to train on frequently used features and agent ticket handling functions. Advanced configuration functions/scripting will not be part of the training. Additional training sessions can be purchased.