

Service Automation Framework e-learning (EN)

e-Learning

Training code	CGASAF-FEE
Spoken Language	<?php?> English
Language Materials	English
Price	€800,00 excl. VAT No extra costs.

What is Service Automation Framework e-learning

Service Automation is the concept of achieving customer loyalty through automated technologies. This training will give you a deep understanding of service automation, the concept that allows you to automate your service offering. If you apply Service Automation appropriately in your organization, you will see both employee satisfaction and customer satisfaction increase significantly.

Who should attend Service Automation Framework e-learning

- IT Managers: Learn how to implement service automation to increase efficiency and customer satisfaction.
- Customer Service Representatives: Understand how service automation can help you serve customers better.
- Business Analysts: Gain insights into how service automation can improve business processes.
- Project Managers: Learn how to manage service automation projects effectively.
- IT Professionals: Understand the technical aspects of service automation and how to support its implementation.

Prerequisites

There are no specific prerequisites for this training. However, a basic understanding of IT services and customer service principles would be beneficial.

Objectives

At the end of the training, you will be able to:

- Understand the business drivers of technology-enabled automated services.

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- Discuss how Service Automation Framework enables users to purchase, manage, and customize services through self-service technology.
- Explain the difference and synergy between the users, service design and technology design elements.
- Explain the difference between automated deployment, service delivery automation, and serendipity management.
- Outline the steps to complete a Service Automation Blueprint to visualize services to design and deliver automated services.

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