

Service Automation Framework e-learning including exam voucher

Anytime Anyplace

Training code	CGASAF-FEE
Spoken Language	English
Language Materials	English
Price	€600,00 excl. VAT No extra costs.

What is Service Automation Framework e-learning including exam voucher

Service Automation is the concept of achieving customer loyalty through the use of automated technologies and builds on a major demographic and sociological trend. We have become accustomed to managing our lives online and expect services that can meet those expectations: we are the Self Service Generation. This training will give you a deep understanding of the concept 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 and the number of people who will 'like' your company increase significantly.

Who should attend Service Automation Framework e-learning including exam voucher

The training is intended for anyone who has ever experienced that the service level in their organization can be increased and is looking for guidance to achieve this goal. Whether you're an entrepreneur, executive, consultant, or academia, the Service Automation Framework helps you consistently exceed user expectations.

Prerequisites

Participants must have some basic knowledge in (IT/ Business) management, obtained by work experience of about 1 to 2 years.

Objectives

- Understand the business drivers of technology-enabled automated services to explain the business case for service automation.
- Discuss how Service Automation Framework enables the practice of an industry empowering their autonomous 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 that help meet and exceed user expectations to create long-lasting value.
- Explain the difference between automated deployment, service delivery automation, and serendipity management and describe their underlying processes.
- Outline the steps to complete a Service Automation Blueprint to visualize services to design and deliver automated services.

Exam Information

- Duration exam: 40 min
- % extra time if not in native language: 0%
- Number of exam questions: 40
- Minimum number to answer correctly: 26
- Exam style: Multiple choice
- Open Book: No

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