

Service Management Online: Creating a Successful Service Request Catalogue

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Phyllis Drucker : Service Management Online: Creating a Successful Service Request Catalogue before purchasing it in order to gauge whether or not it would be worth my time, and all praised Service Management Online: Creating a Successful Service Request Catalogue:

0 of 0 people found the following review helpful. A great how-to on creating the Service Request CatalogBy CustomerA great how-to on creating the Service Request Catalog. Must read for anyone taking on an initiative to build a request catalog that will help them avoid common mis-steps from the start.

Tools to support the service request catalogue have been evolving rapidly. The catalogue has grown from a tedious,

form-based catalogue to a true internet shopping experience. The tools used to deliver the service request catalogue have matured significantly, but the power of these tools is not truly being realized. Organizations need to transform their thinking about how they can implement a request catalogue into a full-scale internet service portal to support an entire organization. The customer experience is the number one priority in its design.