**EXTERNAL CUSTOMER**

**DLA Customer Service Management (CSM) Capabilities**

*“Providing modern solutions for resolution”*

**WHAT:** DLA is unveiling new features for the DLA customer within CSM using Service Now that include: Virtual Agent, Live Chat, Engagement Messenger, and a Self-Help Customer Portal to a provide a more modern and improved customer experience.

* Virtual Agent: Customer can create requests, get help finding knowledge articles, or view the status of their tickets using a chat icon found on the CSM Customer Portal.
* Live Chat: Customers can interact with a CIC agent in real-time without having to make a phone call by using a chat icon found on the CSM Customer Portal. The text of the conversation is tracked and saved to their record.
* Engagement Messenger: Customers can use self-service capabilities outside of ServiceNow application and allows CIC agents and customers to participate in long-running conversations without having to be online at the same time. Access is gained through a chat icon on the public DLA Customer Support Web page at [Customer Support (dla.mil)](https://www.dla.mil/Customer-Support/).
* ​Service Catalog​: Customers can use the service catalog to update an existing case or create a case that is directed to the Customer Interaction Center.
* ​Customer Portal​: The portal provides a one-stop-shop for customers and provides access to various knowledge-based articles, FAQs, order status, and the ability to create a request. OnlyDLA customers with a CAC/PIV card will have access.

**WHO:**Currently onlyDLA customers with a CAC/PIV card will have access to the Customer Portal. However, future plans are to allow controlled access to vendors, suppliers and others without a CAC/PIV card.

**WHERE:** Those customers with a CAC/PIV card can access to the new tools on the CSM Self-Service Customer portal. (URL coming). All customers can visit the DLA Customer Support page at [Customer Support (dla.mil)](https://www.dla.mil/Customer-Support/) to link to the new CSM landing page. Training aids will also be available on the landing page.

**WHEN:**These capabilities will be rolled out incrementally during a one-year period beginning in early 2024.

**HOW:**New information about the features will be available on the CSM landing web page. Watch DLA Today for articles.

**WHY:** Utilizing the additional features in CSM will improve the customer experience by empowering customers to resolve problems on their own as well as provide additional options for contacting the Customer Interaction Center.

