

SARA

AI ASSISTANT FOR CONTACT CENTERS ' IN THE UTILITY SECTOR



**Meet SARA: your smart sidekick.
You talk, SARA handles the rest.**

SMARTER CUSTOMER SERVICE, LESS PRESSURE ON YOUR CONTACT CENTER

Challenges

Energy customers expect answers now – whether it's about outages, billing, or their heat pump. Meanwhile, contact centers face high pressure, staff turnover, and fragmented information across systems.

Solutions

SARA is your real-time AI assistant that listens in on every customer conversation and instantly shows the right answer — no searching, no switching screens. It summarizes the conversation, logs it automatically into Dynamics 365, and helps agents get more done in less time.

WHAT SARA DOES FOR YOUR TEAM

- ✓ Listens live to customer conversations (phone, chat & email)
- ✓ Automatically recognizes the customer's question in real time
- ✓ Instantly displays the right answer from existing knowledge articles
- ✓ Summarizes every conversation — fully logged in Dynamics 365
- ✓ All in one screen — no extra clicks or tools

WHO IS IT FOR?



CX managers
aiming to improve KPIs



Team leads
who want better control over performance



Agents
who want to focus on the customer – not on juggling tabs

BUILT BY EXPERTS: ADESSO

SARA is developed by adesso, a Microsoft Managed Partner and Genesys partner. With years of experience in the contact center world, we combine deep technical expertise with practical customer service insight. The result? A solution that works — from day one.

SARA WORKS WHERE YOU ALREADY WORK

No new tools. No new screens. No large investment.

SARA runs on top of Microsoft Dynamics 365 & Genesys — low-code, fast to deploy, and delivering immediate value.



SARA gives your agents superpowers: real-time answers, fewer actions, and higher satisfaction — all within your existing environment.

READY TO SEE IT IN ACTION?

Request a **free, no-obligation demo today**.

In just 30 minutes, we'll show you how your team can work faster and smarter with SARA.

WHAT'S THE IMPACT?



+ FCR (20-25%)

First-time right answers, fewer repeat calls



- AHT (15-25%)

Shorter conversations, lower costs



+ Employee happiness (15-20%)

Less stress, more customer focus



+ CX impact (15-20%)

Consistent service, no matter the agent's experience level

€ -Lower costs (20-30%)

More efficiency, fewer manual tasks

**REQUEST
DEMO**



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