

# A guided, intelligent way to provide service and support for Utilities



## ABOUT HCL-POWEROBJECTS CUSTOMER CARE SOLUTION FOR UTILITIES:

The Utilities sector needs to modernize to deliver a superior customer experience where customer expectations have evolved. With HCL-PowerObjects' Customer Care solution, Utilities organizations can innovate to achieve a high-performance, omni-channel customer experience to exceed customer expectations, improve profitability and remain competitive.

## WHAT WE OFFER



Virtual assistant chat bots to provide customer support and automated ticketing triage for faster resolution and increased customer satisfaction.



Streamlined and integrated operations to increase employee performance and provide a baseline to support a growing customer base.



Personalized interactions with customers, whether on the phone or on-site, by having on-demand knowledge available to employees



Complete 360-degree view of the customers, technicians, and products, allowing for a true connected service solution.



## LEARN MORE

HCL-PowerObjects  
[powerobjects.com/services/dynamics-365/customer-service/](https://powerobjects.com/services/dynamics-365/customer-service/)

866.770.3355

