HCL Technologies

Microsoft Business Unit (MBU)

Customer Care for Utilities

Microsoft

Heightened customer expectation and siloed data leave companies scrambling to perfect the omin-channel experience

Delivering superior customer service and customer experience are key challenges across all industries, especially in Utilities as customer have evolved to be more informed and involved. Utilities must modernize with their customers and create an omni-channel customer experience to stay profitable and competitive.

Channel

LOB

"Daily Use"
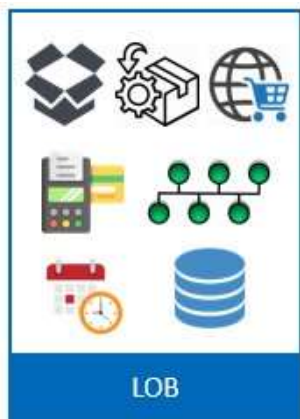
CHALLENGES

With quickly evolving trends in service and changing consumer preferences, it's important to understand how your Utilities organization can continue to not only meet but exceed service expectations.

IDEAL SOLUTION

With a focus on people, processes and automation, you can achieve a high-performance, omni-channel customer experience that will delight your customers and forge long-term relationships.

DESIRED OUTCOMES

See quantifiable results and increase top-line revenue by reducing average handling time (AHT), agent onboarding time and turnover, and agent inefficiency, and increase first call resolution, and customer satisfaction.

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With the right solution, the right strategy and the right partner, you can get on the right track to increasing productivity, gaining actionable insights, and providing personalized omin-channel service to your customers.

INCREASE AGENT EFFICIENCY

Free up agents to handle more issues, bring them to resolution faster, and provide first call resolution by automated ticket triage through AI and IoT, providing machine-learning driven recommendations, and using a virtual assistant chat bot to provide customer support before they open a ticket.

IMPROVE CUSTOMER SATSIFACTION AND RETENTION

When agents and technicians have access to the right resources and data at exactly the point of need and given a single interface to view automated, actionable customer insights, it allows them to build deeper, long-standing customer relationships and help customers feel valued and fulfilled.

ONE PLATFORM, ONE INTEGRATED SOLUTION

By utilizing Microsoft's full suite of Business Applications along with HCL's deep subject matter expertise, Utilities are quickly able to implement an omni-channel solution, leading to quickly realized return on their investment, empowered employees, and blissful customers.

HCL Technology's Customer Care for Utilities
+ Microsoft Business Applications

Let Microsoft's flexible, innovative solution stack and HCL's expertise help your Utilities organization exceed the ever-heightened expectations of your customers, by providing a seamless, integrated omni-channel experience, not only for your customer, but also for your staff.

1

WORK WITH THE EXPERTS

Work with HCL's customer care experts to map out your full customer care story and use the flexibility of Microsoft's Business application stack to implement your omni-channel solution at your own pace.

2

GIVE THEM WHAT THEY WANT

Provide a well-rounded, omni-channel customer experience by giving agents the ability to support customers through SMS, chat, email and phone, while providing agents a single interface to see real-time, automated data and insights.

3

USE A RECOGNIZED, MOBILE PLATFORM

Microsoft's well-known, consistent interface across any device makes it easy for employees at any level of the organization to get access to the data they need, when they need it.

HCL

Customer Success: Largest Independent Retail Electricity Provider in the U.S.

With Dynamics 365, Provider can now better support growing customer base in addition to its customer service representatives and field technicians.

INCREASED PRODUCTIVITY

Through streamlined operations and a robust program, customer operations and customer service has improved performance issues and time to resolve.

IMPROVED PROCESSES

With an integrated solution, Provider had better case management with reliable data and visibility across departments, resulting in an increase in employee performance.

VALUABLE INTERACTIONS

By providing the information to technicians, they are able to have valuable and personalized interactions with customers on-site, providing a complete ecosystem to service end customers.

WANT TO LEARN MORE? CONTACT HCL TECHNOLOGIES TODAY!

Ask a question or request a customized demo:

https://www.powerobjects.com/contact/

Call for more information: 866.770.3355

Learn more: https://powerobjects.com/services/dynamics-365/customer-service/

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