



Utilities CX Solution

Business Requirements & Challenges

Requirements

Better understanding of customer requiring unification from multiple sources

Overall Customer Service Improvement

Higher Lead to Contact conversion Rate

Challenges

- **Lack of consolidated view of the customer data**
- **Accessing Customer data to be able to deep delve customer complaints/queries**
- **Inability to Transform Customer Service to a rewarding Customer Experience**
- **Difficulty in managing services via multiple channels**
- **Difficulty in engaging prospective customers & sell the energy services more efficiently.**

Utilities Customer Experience



Pre-configured custom-made solution



Provides a Customer 360 View



Seamless integration with Microsoft Suite of Products



Integrated Utilities Data Model and Objects for Customer Lifecycle



Effective Case and Field Service Management



Customer Lifecycle Traceability from Lead to Contact



Customer Survey and Feedback

Solution Differentiators



Omnichannel Support

Omnichannel Support including call, email, social media and web



Customer 360 View

Unification of Customer Data from Multiple sources to be able to provide a Customer 360 View



Custom Solution

Tailormade solutions to cater to business needs while being modern and innovative in nature adhering to the utilities data model.



Case and Jeopardy Management

Case and Jeopardy Management ensuring process KPI's are met

Solution Features



Customer Onboarding Management

- Customer Lifecycle Traceability from Lead to Contact
- Quote Generation
- Service Agreements



Customer Service Management

- Case Management
- Field Service Management



Customer Process Management

- Customer 360 Degree View
- Property Management
- Meter and Billing Overview
- Optimized Process Flows
- Integrated to the Utilities Data Model



Customer Feedback Management

- Customer Experience Survey and Feedback

Solution Benefits



Customer Onboarding Management

- Improved sales and customer base
- Reduction in turn-around-time



Customer Process Management

- Empowerment of service and sales agents for better decision making
- Process Cost Reduction



Customer Service Management

- Fueling powerful engagements with end consumers
- Increased Operational Efficiency



Customer Feedback Management

- Improved Customer and Employee satisfaction
- Improved Survey Responses



Thank you for your time!