

Customer Experience for Utilities

Oracle Utilities Service



Embracing the future of Utilities means tackling increased expectations and industry disruption head-on. Are you meeting customers on their own terms, delivering the customer experience they deserve? Customers are now placing increasing demands on their utility companies to allow them to interact through their channel of choice, taking direct control of their service.

Laying the foundation for effective services

Customers nowadays don't have a lot of time to spend navigating complex systems/processes which leads to poor CSAT. Without the right technology in place, utilities are often held back by the inability to leverage data from multiple sources to gather customer context and insights, which leads to a high cost per interaction and longer resolution times

On top of this, moving towards a unified service model will lead to a drastic improvement of agent experience. Re-inventing such workflows will help utilities to provide an intuitive, crisp and clean interface, while offering easy navigation to key processes, tasks and data.

Bringing value to both customers and agents

Oracle Utilities Service completely transforms the way utility companies deliver customer support by providing true digital omni-channel customer service with comprehensive utilities specific processes for both assisted and unassisted channels. Utility companies can enable their customers to interact through the channel of choice by providing pre-built and pre-integrated experiences for call center agents, digital assistants, websites, mobile apps and more.

- 360 dashboards provide agents with a contextual and guided service experience to efficiently and effectively resolve all types of customer inquiries.
- Digital assistants deflect customers to lower cost, unassisted conversational channels to ensure efficiencies and convenience, while allowing agents to focus on higher touch interactions that require direct engagement.
- Customers are provided with a choice of channels that leverage natural language and voice interactions that give them the flexibility of how, where and when to engage.
- The ability to contextually transition from unassisted to assisted channels delivers a frictionless experience for the customer.

Transforming Customer Service

20% Deflection to self service

16 to 1 Reduction in agent clicks to complete customer queries

Improved CSAT, JD Power and NPS rating

Intelligent Q&A Assistant

30% Cost reduction

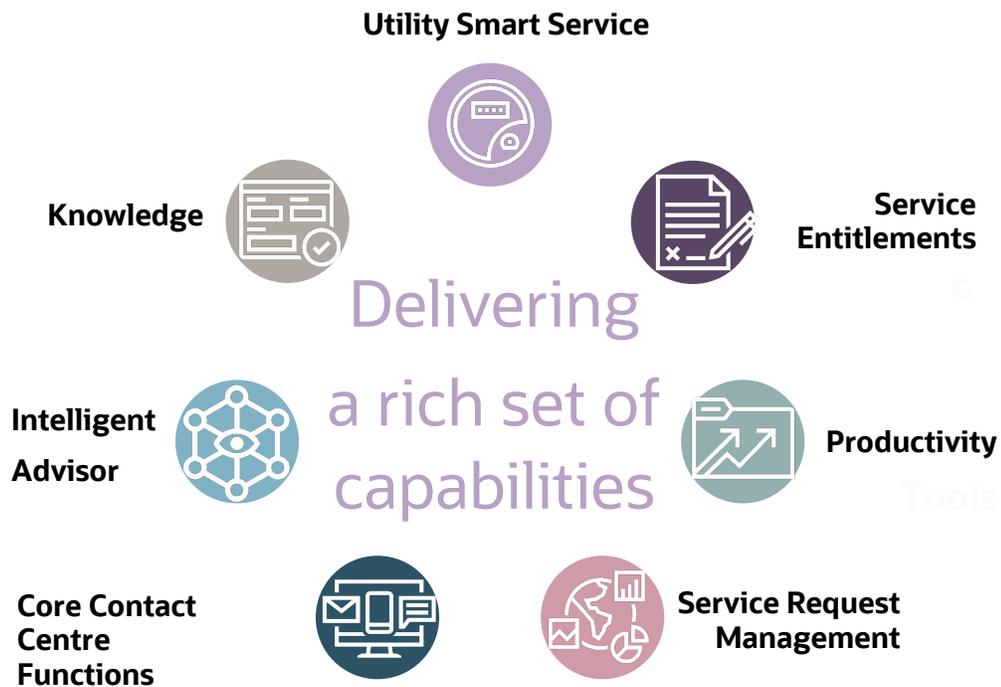
Enhanced 24/7 customer service

Empowering Customers with Self-Service

30% Reduction in operating cost

Seamless Handoff to live agents

Utilities industry service specifics in a single platform

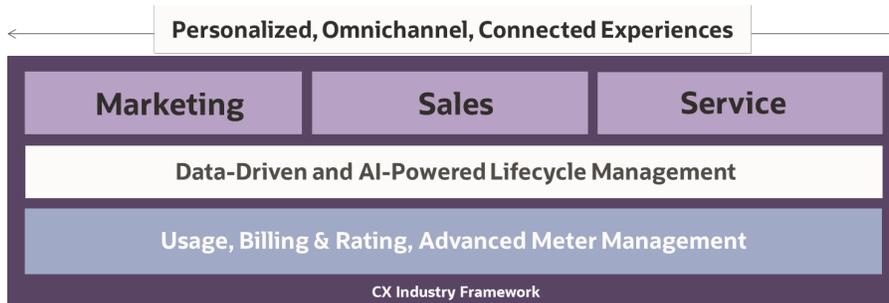


Oracle Utilities Service provides a complete integrated end-to-end offering specifically for utilities, integrating front and back office, into a single solution. It leverages Oracle's Redwood design patterns delivering a modern, efficient agent desktop, improving agent productivity and the employee experience, as well as customer interface and interaction capabilities. Core features include:

- A digital omni-channel customer service offering specifically designed for utility companies
- Proactive and guided service experiences through unassisted & assisted channels
- Intelligent customer 360 dashboards delivering context-aware information and AI-based guidance on the next best action for each customer, feature rich core capabilities including knowledge management, routing & queuing, SLA management, policy automation, case management
- Next-gen agent user experience leveraging Oracle's Redwood design patterns
- API first approach supports the introduction of new channels and integration into non-Oracle engagement channels or systems of record

End to end customer experience lifecycle

Oracle Customer Experience for Utilities is an integrated suite of applications delivering a complete front to back office solution that has been specifically designed for the utilities industry to enable intelligent, innovative customer experiences while maximizing business and IT agility.



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