

How our Fortune 100 Energy Client Re-energized their EX with an Intelligent Virtual assistant!

Our client is a leading energy provider headquartered in Chicago, the U.S employing around 35,000 people, and serving over 10 million customers across 48 states, the District of Columbia, and Canada. They are involved in almost all facets of the energy business, from generation and power sales to transmission and delivery.

THE NEED

To make the employee support desk experience effortless

The client needed an intelligent virtual assistant to instantly answer employees' IT FAQs, automatically create tickets and answer ticket status inquiries on the ServiceNow platform, and facilitate a smooth handoff to the live agents on the NICE InContact platform.

THEIR CHALLENGES

- ✓ They were facing difficulties in improving the experience of service desk employees and customers.
- ✓ Turning every ticket status inquiry into a ticket demanded extra work from their customer service agents resulting in siloed and broken communication with customers.
- ✓ Their agents found answering employees' IT FAQs, an unpleasant and frustrating task.
- ✓ They didn't have a well-designed, smooth flow for chat handoff to live agents on the NICE InContact platform.

OUR SOLUTION

Integrated a custom virtual assistant for MS Teams and Web channels with ServiceNow management tool for IT FAQ-based queries. The initial use case development of the VA solution was completed within a timeline of 4 weeks with the following:

- Capability to map utterances to specific intents
- User utterance extraction
- Intent recognition
- Knowledge article walkthrough
- Sentiment detection and alerts
- Supervised bot training

OUTCOMES

Use-cases Automation

The knowledge base automation and walkthroughs reduced the average monthly ticket creation by around 20%.

Automated ticket status inquiries and new ticket creation use-case reduced call waiting time, and simplified fulfilment or triaging for improved digital user experience. The reduction in the Mean Time to Resolve precipitated an improved customer satisfaction (CSAT) score.



HIGHLIGHTS

Developed VA use case within **4** weeks

Increased chat adoption rate by **10%**

16% of contacts were chat

IVA handled **18%** of chats



Chat Adoption

With the capability to transfer chat sessions to a live agent (NICE InContact), most of the chats were handled by the virtual assistant, which increased the resolution rate and led to a lower turnover of agents. We also created a customized admin console for viewing chat session-related metrics.

The contact volume of the service desk was significantly reduced, with the percentage of chat in total contact volume increasing from 11% to 16%