Project Brief - Utilities - Essex Power

Original Systems

- On Premise, Panasonic Windows Based IVR system
- Northstar CMS, download data to SQL

Current Systems

- Genesys Cloud CX
- Voice CSAT
- Selfserve ChatBot and Web Chat

Business Challenges

- Limited self-help options requiring large live agent interactions
- Limit to only 20 concurrent calls, need more inbound lines to handle large call volumes
- Unable to efficiently identify new KPIs due to limited reporting options
- Not able to record dynamic messages during outage events
- Lack of integrations for more efficiency and personalized experiences

Outcomes

- Improved Telecom - service line limits are no longer an issue and customers will not receive busy signal during outage
- New Customer Communication Channels including Selfserve ChatBot and Web Chat which allows for more available agents
- Voice CSAT implemented to gather CX data to identify new KPIs
- IVR User Portal for easy on-demand in-house prompt changes