

How Our Fortune 100 Energy Client Re-energized their EX with an Intelligent Virtual Assistant!

Our client is a leading energy provider in the US that is headquartered in Chicago, employs around 35,000 people, and serves more than 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 Challenge

The client required an Intelligent Virtual Assistant that made employee support desk experience more effortless with

- Instant answers to employees' IT FAQs,
- Easy ticket creation and ticket status inquiry on ServiceNow platform, and
- Smooth handoff to live agent on NICE InContact platform

Our Solutions

We provided them with an Intelligent Virtual Assistant Solution that will be a single touch-point on MS Teams.

The solution comprised:

- Virtual Assistant implementation for MS Teams and Web channels
- Integration of Virtual Assistant with Knowledge Management Tool which is ServiceNow for IT FAQ-based queries.
- User utterance extraction
- Intent recognition
- Capability to map utterances to specific intents
- Knowledge Article Walkthrough
- Integration of Virtual Assistant with ServiceNow for automation use-cases like Ticket status inquiry and creating a new ticket
- Sentiment detection and alerts
- Supervised bot training

- Capability to transfer chat sessions to a Live Agent (NICE InContact)
- Customized Admin console for viewing chat session-related metrics

Outcomes

- Contact volume of the service desk was significantly reduced with the percentage of chat in total contact increasing from 11% to 16%
- 18% of chats were handled by the Virtual Assistant and the increased resolution rate lead to lower turnover for agents
- Reduced call waiting time and simplification of fulfillment or triaging improved user's digital experience
- The Reduction in Mean Time to Resolve precipitated in an improved Customer Satisfaction (CSAT) score

Implementation Highlights:

- The initial use case development of the VA solution was completed within a timeline of 4 weeks.
- Chat adoption rate increased by 10% after implementation of the VA
- Knowledge Base Automations and Walkthroughs reduced average monthly ticket creation by around 20%