

A Leading Utility Provider in North America creates personalized customer experiences.

Using the Voxai, the Utility Provider can Handle Greater Contact Volumes and Create Unique Experiences for its Customers and Agents Alike.



Initial Business Outcomes:



Stable Platform for Home Agents

Highly Secured Payment Processing

Greater Insights for Better Decisions

Improved Agent Productivity

CUSTOMER | A Major Utility Provider in North America

THE CHALLENGE:

- Modernize legacy Contact Center Platform
- Stable platform for home agents
- Secure home agent payment processing
- Guide callers effectively & efficiently

THE SOLUTION:

- Self-Service and Automation
- Home Agent Desktop
- Secured Payment Processing (PCI PAL)
- Cloud IVR
- Analytics

THE RESULTS:

With the Voxai solution powered by Genesys Platform, the utility provider was able to transform its customer care center and make its services completely available 24 hours a day. We equipped the associates with a security-compliant agent desktop and enhanced security protocols for payment processing. We integrated their CRM and other backend systems seamlessly through APIs to enable a more personalized service to customers' delight.