

A Major Utility Provider in Puerto Rico delights customers and agents with frictionless customer service.



Initial Business Outcomes:



Reduced

Call Volume & Duration

Lowered costs

Clear & Predictable

Improved

Customer Experience

Increased

Agent Productivity

CUSTOMER | A Major Utility Provider in Puerto Rico

THE CHALLENGE:

- Give customers more options for using digital channels
- Quick response yet cost-effective
- Modernize IVR for clear and convenient options for callers

THE SOLUTION:

- Omnichannel
- Self-Service
- Reporting & Analytics
- Chat/Co-browse
- Workforce Management

THE RESULTS:

Voxai and Genesys work together to streamline omnichannel customer engagements and accelerate resolution times, so the agents can deliver the superior experiences their customers expect. Voxai's digital solution helped utility provider deliver outstanding customer service to more customers while driving down costs. Customers now get easy access to the services they need and quick solutions to their problems on the channel of their choice enabling agents to focus on complex cases.