
THE TOP 3
REASONS
UTILITY
COMPANIES
TURN TO VOXAI



01

VOXAI IS A TRUSTED
PARTNER FOR UTILITY
PROVIDERS IN
CONTACT CENTER
MODERNIZATION.



Voxai's leadership in domain expertise, as well as its migration tools, can streamline your contact center operations and reduce downtime and costs. Voxai powers leading utility providers across North America and have been their trusted partner for nearly two decades.

Learn more:

CUSTOMER SUCCESS STORIES

02

VOXAI IS BEST
POSITIONED TO
MEET THE UNIQUE
CHALLENGES OF
UTILITY PROVIDERS.



Secure • Resilient • Compliant

Voxai enables utility providers to improve their reliability, efficiency, and productivity. The Voxai solutions powered by Genesys are designed to take full advantage of modern cloud strategies and technologies. A microservices-based architecture, API-first development, open data, and AI give you rapid innovation, agility, and resilience. The ability to converge many use cases through smart and seamless integrations to a unified platform results in a superlative customer experience and lower total cost of ownership due to reduced technology assets and simplified infrastructure.

Examples of utility applications enabled by the Voxai are **Core Modernization, Omnichannel, Smart Metering, Self-Service, Messaging, Virtual Assistants, Alert Management** and **Workforce Optimization**.

Learn more:

CUSTOMER SUCCESS STORIES

03

VOXAI WORKS WITH GENESYS, AN INDUSTRY LEADER IN CUSTOMER ENGAGEMENT AND EXPERIENCE SOLUTIONS.

A LEADER 

Positioned highest in Ability to Execute according to 2022, Gartner® Magic Quadrant™ for CCaaS

3700+ 

Trusted by more than 3,700 organizations in over 100 countries

99.999%

99.999% uptime, the most reliable customer experience solution on the market

300+ 

More than 300 new features deployed in 2022

20M

20 million conversations hosted daily

350 

Over 350 ecosystem apps and pre-built integrations, including Salesforce, Microsoft and Zoom



Voxai works closely with Genesys, a leader in Customer Engagement and Experience Products, to deliver complete solutions and business outcomes for utility providers. By offering utility-focused solutions powered by Genesys, such as cloud contact center, intelligent automation, survey, and analytics, we can help utilities improve customer and agent experiences to improve the reliability, efficiency, and productivity of operations.

Learn more:

GENESYS

About Voxai

For more than 18 years, Voxai has been the trusted partner for customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. We combine forces with Genesys to recreate experiences centered on a unique brand purpose that close the gap between brand promise and customer experience. With a laser focus on core purpose, we help our clients meet their customers' needs, engaging them in brand-relevant experiences and shifting the focus from cost to growth. To learn more about how we help our customers deliver exceptional agent and customer experience, visit voxai.com.

635 Fritz Drive, Suite 220 Coppel, Texas 75019
Telephone: 972-691-3333



[/voxai-solutions](https://www.linkedin.com/company/voxai-solutions)



[@VoxaiSolutions](https://twitter.com/VoxaiSolutions)