



APPLICATIONS

DELIVERING TELEPHONY AND CUSTOMER SERVICE EXCELLENCE

CUSTOMER'S OPPORTUNITY

Service excellence - that's the ticket.

As a heavily OFWAT-regulated business, Water Utilities have to submit a five year business plan to the regulator and market as a whole to outline their plans for improvement and investment over the period.

Key to our customer's plan was the delivery of "service excellence" to their customer base to make them easier to do business with externally but also realise cost benefits from the appropriate use of technology within their customers operations.

AT A GLANCE

- 5 seconds to fully automate ID&V
- Validate callers with a short passphrase
- Eliminate account number requests, policy numbers or other personal information
- Decrease agent ID&V liability
- Increase time spent helping customer - not with ID&V
- A customer helped is a happy customer - and a happy agent



HOW IPI HELPED

OFWAT continues to assess all areas of Water Utility organisations and their customer engagement -- even more so with deregulation. IPI's Applications Developments team and experts provided our water utility client with the ability to improve their telephony excellence within the contact centre while reaping the additional benefits of overall improved customer service.

We delivered innovative speech enabled IVR solutions with our identification and verification system and patent-pending customer queuing call back system. Alongside these call centre transformation applications, our 24/7/365 automated meter reading service allows our client to provide superior customer support.

IDENTIFY, VERIFY, SATISFY...AND COMPLY

Agents can easily spend 23-40 seconds authenticating a caller. Multiply that by hundreds, or even thousands of calls a day, and it adds up to a significant overhead in terms of resources and cost. Which is why we developed and provided to our water utility client an ID Verification system that uses sophisticated techniques, including speech recognition and voice biometrics, to quickly and automatically identify and verify customers – in as little as five seconds. Our solution also allowed our customer to eliminate the burden of PCI-compliance, and free up additional time to be spent on activities that will help them achieve their overall business strategy.

Slash the number of security controls required to fulfill from over

300

to just

9

Automate

95%

of all verifications



IN OUR CUSTOMER'S WORDS:

"We actually reduced our ID&V process by almost half. In addition to that, our agents are more productive and our customers more satisfied. We are PCI DSS compliant and mitigating risk within the contact centre. We have finally realised our telephony excellence goals and can deliver exceptional customer service to our valued customers."



NO MORE QUEUE, WE'LL CALL YOU

Call peaks. Almost anything can cause them. We implemented our patent-pending intelligent queuing solution so that our client could strike the right balance between staffing levels and queuing times. It monitors queuing times and, based on your utility's set Service Level Agreements (SLAs) and offers callers the option of being called back. The point at which a call-back is offered can be easily varied, so if there's a spike in call volume a call back can be arranged immediately, or set within a specific time limit. Or, customers could receive a call-back within a defined time period or at a convenient, agreed time in the future. The result? Our client never misses a call, SLAs are always met, the number of agents needed at any given time is optimised, and call charges are reduced.

OUR CUSTOMER IS HAPPY BECAUSE

Alongside these innovative speech applications, IPI delivered a computer telephony integration (CTI) layer to provide desktop screen pop and further advanced routing capabilities to MS Dynamics along with other in house systems. The entire solution bundle encompassed the best of "telephony excellence" driven by the desire to fulfil our customer's requirements for "service excellence."