

Client Value Proposition: Maintain customer satisfaction through differentiated service across touch points

Strategic Value: Understand and address customer issues regarding service, evaluate call center efficiency and effectiveness, leverage call centers as channels for additional product/service sales

Information and Analytical Capabilities Provided:

- Collect and evaluate customer satisfaction/feedback from service requests, incident reports, trouble tickets, call center logs, surveys to determine areas of gap and strength and improve customer support, work processes, billing, etc.
- Analyze customer service responsiveness, work performance, and billing quality to monitor, meet, and improve service delivery targets
- Analyze customer care process efficiency (e.g., handoffs) and use of internal resources across customer touch points (e.g., call center, web, email, other) to improve efficiency and effectiveness
- Analyze customer-related activities and correlate with customer profiles (e.g., AMR, high/low usage levels, businesses/consumers, etc.) to determine optimal treatment strategies and process/policy improvements

Example Metrics: Customer Satisfaction Score, # Calls Transferred, # Calls Resolving Issue in 1st Interaction, Customer Average Wait Time, # and % Bill Corrections, # and % Meter Read Corrections, Customer Work Request to Completion Cycle Time, CAIDI, CHI, CI

Related Modules: Meter and Demand Management Analysis, Working Capital Analysis, Marketing and Sales Analysis, Work Management Analysis

Meeting Energy Industry Challenges