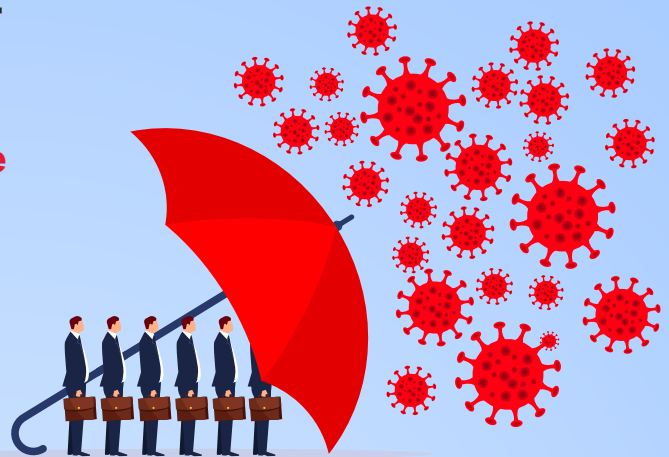


CUSTOMER ENGAGEMENT Solution During COVID-19

Intelligent Bot to ease of front office workload

Current Scenario

Disruption of daily life due to Covid-19 is stretching call centers and customer service operations to their limits with reduced workforce. While call volumes have shot up, call centers are encouraged to WFH as per government's guideline across the globe.



Spikes in call volume for contact centres on inquiries like :

- Payment Extension
- Clearance of Past Due Late Fee Charges
- Payment Plans
- Waiver of charges to low income and Concession to senior citizens
- Connection request
- Utility Asset Maintenance Work
- Customer Appliance Maintenance Service

The Impact at operations Level :

Utilities are struggling with

- Workforce absenteeism
- Service Disruption

58% customers ranks call support as 1st channel of preference to resolve issue

Emotional state of customers and Employees

Lack of intelligence in current state digital platform

Providing compassionate customer service

Arrangement of shift based work model for 24/7 engagement

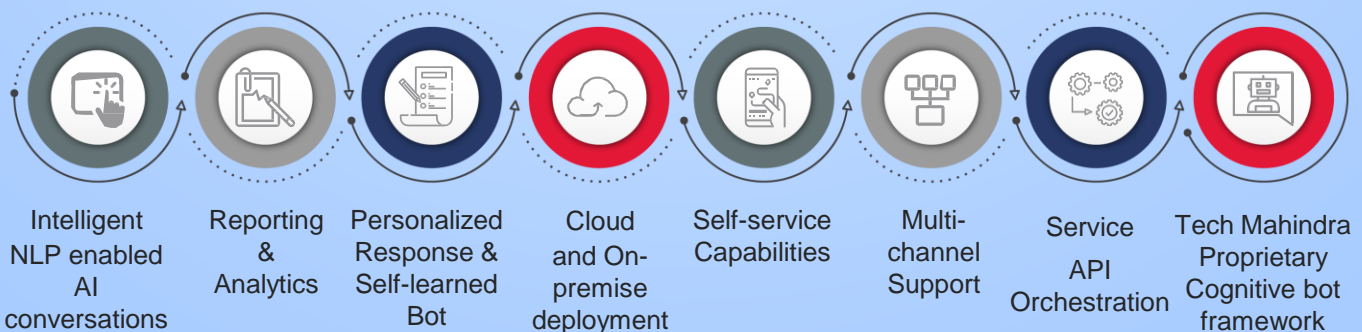
Enhancing self-serve capability of available platform

Virtual Agents and augment intelligence

Making your customer engagement better through TechM

Tech Mahindra would like to partner with utilities to sail through the customer engagement journey during this testing time, using in-house robust and flexible end-to-end enterprise grade Chabot & IVRBot solution "Entellio".

Features



TechM Solution – Entellio

Platform for Customer Engagement



Self Service

Customer Engagement Platform

CRM

Omni Channel Communication

A holistic customer engagement platform driven by cognitive models simplifies the customer journey during COVID crisis.

Business Process Services



Intelligent Contact Center

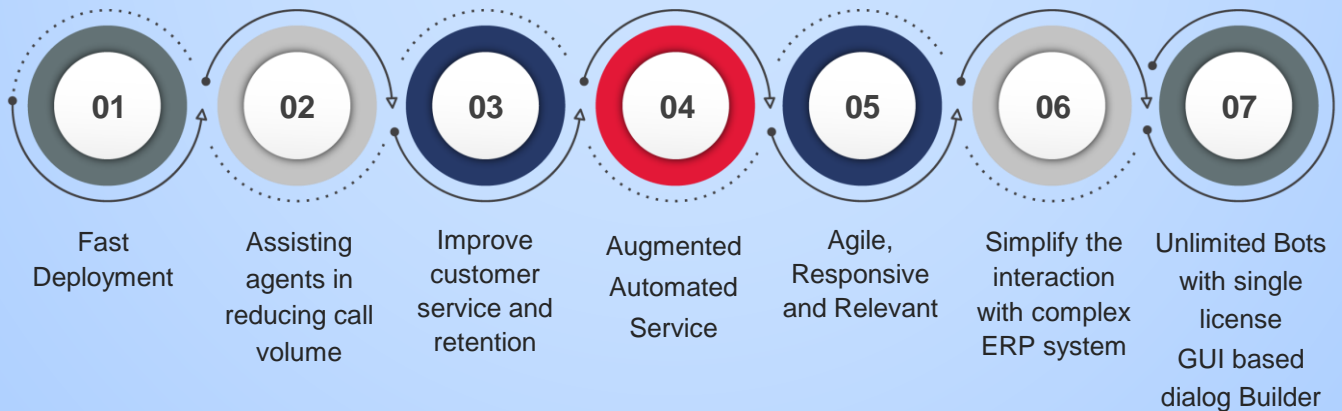
RPA

Chat/ IVR Bot

Optimizing customer service operations through AI, automation, cognitive technologies when workforce capacity shrinks up to 40%



TechM Solution – Benefits



For more information connect with us at: EnergyUtilities@techmahindra.com |

<https://www.techmahindra.com/en-in/covid-19-response/>

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