

Large Enterprise Energy and Utilities Company

See why this energy and utilities company chose Aspect to meet customer service goals



Challenges

This energy and utilities company overcame the following challenges with Aspect:

- Improved the customer experience
- Eased application development
- Simplified backend integration
- Reduced strain on IT resources

Use Case

Runs the following applications with their Aspect solution:

- Inbound Customer Self-Service (IVR)

Uses the following Aspect products:

- Aspect Prophecy (premises)

business goals.

They also rated support for multi-channel customer service as extremely important to their current and future business goals.

Achievements

This energy and utilities company lowered their application development and IT staffing costs with Aspect. They were also able to develop more innovative applications. They rated our customer service and tech support as better than normal.

Why Aspect?

Support for mobile customer service (mobile web portals or apps for customer service) is extremely important to their current or future

“We were able to rapidly develop and deploy an IVR that enabled field remote locations.”

– **TechValidate Survey of a Large Enterprise Energy and Utilities Company**

Aspect Self-Service

Aspect Self-Service solutions allow you to design apps once and deploy them on any channel – across IVR, text, social, and mobile channels.

Utilize the power of automation and natural language understanding (NLU) to increase first contact resolution rates without customers ever talking to an agent. Fully embrace the technologies consumers love. Deliver remarkable customer service in a world where people often prefer to help themselves. Transform simple one-way notifications into two-way conversations. Make it easy for customers who prefer texting over talking.

See Aspect self-service and omni-channel demos in action: <http://www.aspect.com/mobile-showcase>

Corporate Headquarters East

300 Apollo Drive
Chelmsford, MA 01824
+(1) 978 250 7900 office
+(1) 978 244 7410 fax

Corporate Headquarters West

2325 E. Camelback Road,
Suite 700
Phoenix, AZ 85016
+(1) 602 282 1500 office
+(1) 602 956 2294 fax

Europe & Africa Headquarters

2 The Square, Stockley Park
Uxbridge
Middlesex UB11 1AD
+(44) 20 8589 1000 office
+(44) 20 8589 1001 fax

Asia Pacific & Middle East Headquarters

8 Cross Street
25-01/02 PWC Building
Singapore 048424
+(65) 6590 0388 office
+(65) 6324 1003 fax

About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit www.aspect.com.

Aspect® and other marks as indicated, are the trademarks or registered trademarks of Aspect Software, Inc. in the United States and other countries.

