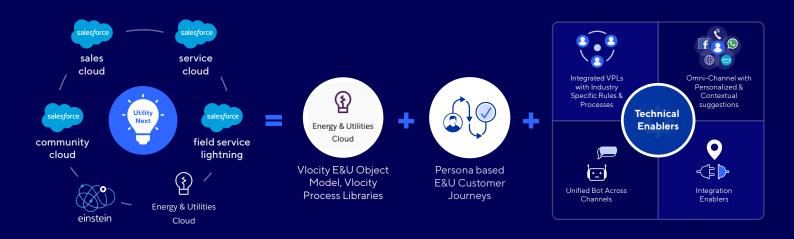# UTILITY NEXT

An Industry focused solution accelerator to transform and manage end-to-end utility services digitally, providing a superior user experience to their end Customers

Intuitive UX | Omni-Channel | CX Focused | Informed Decisions

What's in Utility Next?

salesforce
sales cloud

salesforce
service cloud

salesforce
community cloud

Utility Next

salesforce
field service lightning

einstein

Energy & Utilities Cloud

=

Energy & Utilities Cloud
Vlocity E&U Object Model, Vlocity Process Libraries

+

Persona based E&U Customer Journeys

+

Integrated VPLs with Industry Specific Rules & Processes

Omni-Channel with Personalized & Contextual suggestions

Technical Enablers

Unified Bot Across Channels

Integration Enablers

CURRENT INDUSTRY LANDSCAPE

01
Increasing uberization in the market and lack of innovative operating models is compelling the Utility industry to modernize their business processes

02
Gradual adoption of Digital framework to upgrade aging legacy systems

03
Manual processes impacting Agent productivity and Customer satisfaction driving the industry to enhance User Experience

KEY BUSINESS BENEFITS

DIGITIZATION
- Unified agent desktop with customer 360
- Intuitive UX across business functions

OMNI-CHANNEL EXPERIENCE
- Next-gen customer experience
- Digital interactions across channels

CUSTOMER SATISFACTION
- Improved Agent Productivity with efficient AHT, FCR
- Easy, Automated, Smart System enabled with Guided Workflows

BUSINESS INTELLIGENCE
- Intuitive & Contextual Recommendations
- Informed business decisions with robust reporting & analytics

KEY PROFILES IMPACTED

Contact Centre Agents

Sales Agents

Customers

Field Service Team

40–50% ↑
First Contact Resolution

20–50% ↓
Average Handle Time

15–35% ↑
Customer Satisfaction/NPS

25–35% ↑
Productivity /Process Efficiency

20–40% ↓
Digital Channel Customer Interactions

3–5 Months
Time to Deliver

BUSINESS FUNCTIONS

START SERVICE (NEW METER)

Intelligent Guided workflow for New Meter requests with contractor management & exposure to contractor schedules

TRANSFER SERVICE

Omni-channel Transfer Service requests with proactive reminders to customer to finish incomplete journeys & bot based program enrolments

PAYMENT PROCESSING

Hassle free real time payment processing with automatic notifications & personalized suggestions

CUSTOMER PREFERENCE MANAGEMENT

Manage Account and Preferences via Web, CSR, Facebook Messenger and report on customer data to drive business decisions

ENABLER CROSS FUNCTIONS

Next Best Actions, Notification & Alerts, Knowledge Management, Reports and Dashboards, Google Maps

START AND STOP SERVICE (EXISTING METER)

Zero-Contact Start & Stop Service requests with contextual suggestions & promotional offers for upsell and cross-sell

APPOINTMENT SCHEDULING

Alexa voice assistant based appointment bookings with SMS, WhatsApp notifications & QR Code based field technician identity verification

CREDIT & COLLECTIONS

Delinquency and Duplicate Management with Payment Plans & Payment Assistance Program suggestions & enrolments

CASE & INCIDENT MANAGEMENT

End to end Case Management with intelligent Chatbots, Next Best Actions, Contextual Knowledge, Feedback Surveys

Cognizant Utility Next

Industry Compliant   I   360° view   I   Omni-Channel

Partner with Cognizant to explore the future of industry focused
Services through 'Cognizant Utility Next'

Reach out to us for more information
EASVlocityCoE@Cognizant.com

About Cognizant

Cognizant (Nasdaq-100: CTSH) is one of the world's leading professional services companies, transforming clients' business, operating and technology models for the digital era. Our unique industry-based, consultative approach helps clients envision, build and run more innovative and efficient businesses. Headquartered in the U.S., Cognizant is ranked 193 on the Fortune 500 and is consistently listed among the most admired companies in the world. Learn how Cognizant helps clients lead with digital at **www.cognizant.com** or follow us @Cognizant.

Cognizant®

World Headquarters
500 Frank W. Burr Blvd.
Teaneck, NJ 07666 USA
Phone: +1 201 801 0233
Fax: +1 201 801 0243
Toll Free: +1 888 937 3277

European Headquarters
1 Kingdom Street
Paddington Central
London W2 6BD England
Phone: +44 (0) 20 7297 7600
Fax: +44 (0) 20 7121 0102

India Operations Headquarters
#5/535 Old Mahabalipuram Road
Okkiyam Pettai, Thoraipakkam
Chennai, 600 096 India
Phone: +91 (0) 44 4209 6000
Fax: +91 (0) 44 4209 6060