

Trouble and Outage - Call Center Application for a US Based Utility Major

Situation

The client is one of the largest and fastest growing electric utilities in the U.S., serving approximately 4.5 million customer accounts.

The client had an existing call center application which was used to log outage-related work requests. Some of the key challenges the client faced included:

- Stand-alone application with no integration with other applications.
- High maintenance costs.
- High call handling time per consumer.
- Customer Service Representative were not able to handle all kinds of outages from one system due to lack of seamless integration.
- A great degree of manual work and duplication of efforts.

Since the existing system was built on old technology, the objective of the project was to create an integrated, technologically advanced solution for call center trouble and outage with functionality to support current as well as emerging needs such as AMI

Solution

Cognizant designed and developed a new trouble and outage call center application with the following highlights:

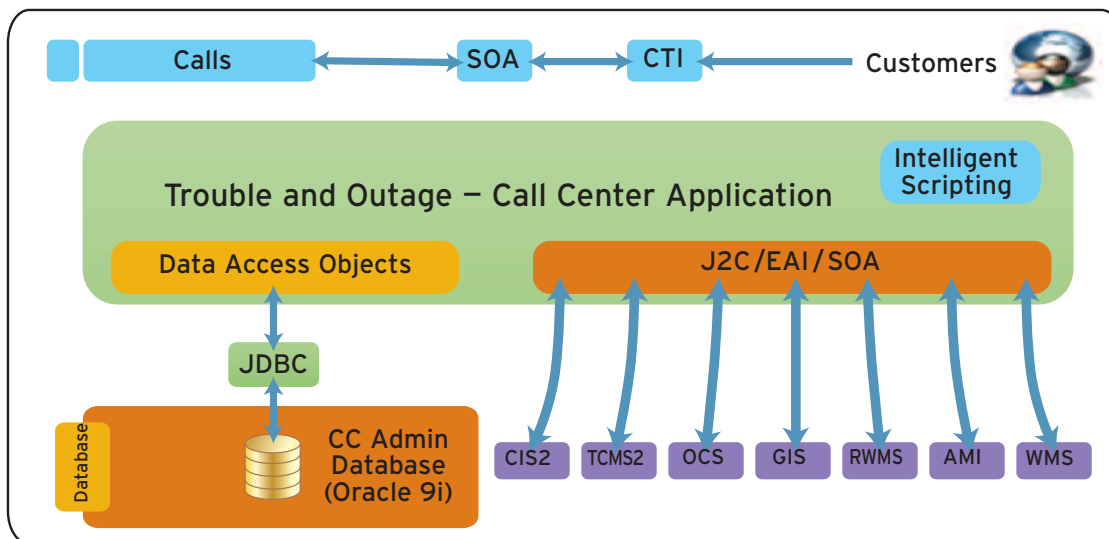
- **Intelligent scripting** for Customer Service Representatives that handled outage request-specific questions.
- **Ability to handle** all kinds of outage requests from a single application.
- **Seamless integration** with multiple applications such as GIS, AMI, CIS, Work Management System, Trouble Call Management System, etc.
- **Real-time view** of outage information through the AMI system.

Functionality to manage the intelligent scripts from the admin module.

Ability to route the request to the related application depending upon the request type.

The solution approach adopted is depicted in the figure on the following page.





Benefits

- Real-time information availability
- Fully integrated system which allows **single window handling of outage-related requests.**
- **Reduction in manual work** due to intelligent routing of requests based on customer responses.
- Low cost of changes due to configurable rules and scripting.
- Proactive response to customer outages due to **integration with AMI.**

About Cognizant

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