

AI-Powered Customer Service

Resolve. Automate. Scale.

Powered by : **Data 360 + Agentforce + Tableau Next**



7M+
Utility Customers



20+
Service Regions



1.4M+
Commercial & Industrial Accounts



23,000+ sq. mi.
Service Territory

THE CHALLENGE

- Call centers handle millions of calls/year; 60%+ are routine (bill inquiry, payment, outage status)
- Average handle time of 6–8 minutes per call drives high operational costs
- JD Power customer satisfaction scores are under pressure from digital-native expectations

THE AI SOLUTION

- **Salesforce Data Cloud 360** unifies billing, payments, outages & service history into a real-time 360° customer profile
- **Agentforce** powers an omnichannel AI agent for billing, payments, outages & service requests with live agent escalation
- **Einstein AI** enables natural language interactions and proactive outage notifications with estimated restoration times
- **Tableau Next** delivers customer insights and contact center performance dashboards

KEY DIFFERENTIATORS

- **24/7 AI-powered customer support** across all digital channels
- **Automated billing, payments & service request resolution**
- **Proactive outage updates** with estimated restoration times
- **Seamless live agent escalation** for complex cases
- **Customer analytics & contact center insights**
- **35–45% lower** call volume with **faster** query resolution
- Higher customer satisfaction and **\$5–10M annual productivity gains**

WHAT THE AI DELIVERS

Operational Outcomes

- **24/7 AI-powered** customer support
- **Faster query** resolution
- **Reduced** call center **workload**
- **Proactive** outage communication

Financial Outcomes

- **35–45%** fewer support calls
- **Lower operational costs**
- **\$5–10M annual** productivity gains
- **Improved agent efficiency**

Strategic Outcomes

- **Higher customer satisfaction**
- Unified 360° customer view
- **Omnichannel AI** engagement
- Scalable **AI-powered** customer service

IDEAL FOR

Utilities & Power Distribution

Telecom & Broadband

Insurance, Healthcare & Public Sector

High-Volume Customer Support

NEXT STEPS

Step 1: Executive Demo (1 Week) – See the AI agent working live against your data

Step 2: Pilot Deployment (3–4 Weeks) – Validate outcomes with full Salesforce AI support

Step 3: Scale & Subscription Activation – Expand across teams and move to enterprise-wide

