UiPath® The Foundation of Innovation™

Transforming the utility customer experience

Today's utility customers want reliable service, multi-channel engagement, proactive communications, billing transparency and more. Here are three ways utilities are delivering with AI-powered automation.

- Empowering customers with self-service
- Wiring the call center into better support
- Keeping innovation flowing in the back office

Empowering customers with self-service

Innovative utilities are looking for ways to take the friction and effort out of being a customer. With the combination of generative AI and automation, utilities can offer customers advanced self-service options that connect them with information and support on-demand.
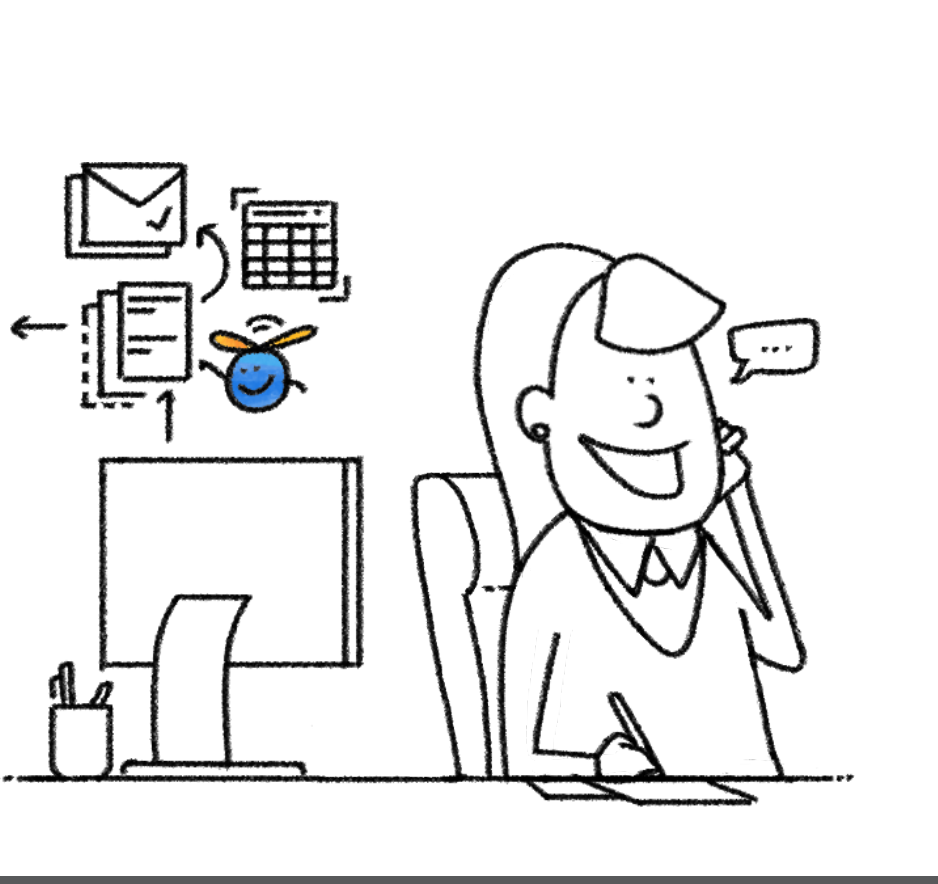
60%
Percentage of US consumers who prefer automated self-service for simple customer service tasks
Source: Fool.com

50%
Potential reduction in the volume of human-serviced contacts with generative AI
Source: McKinsey

Sample use cases
Signup for new service | Move service | Check and pay my bill

Wiring the call center into better support

Automation can also make the work experience better for agents—which in turn makes the customer experience better. AI-powered automation can give agents the insight and guidance they need to make every call smoother and shorter.

25%
reduction in agent attrition and requests to speak with a manager, driven by generative AI
Source: McKinsey

89%
of full-time workers are more satisfied with their job due to automation
Source: Salesforce.com

Sample use cases
Start-my-day support | Unified views of customers | Customer interaction summaries

Keeping innovation flowing in the back office

AI-powered automation can bridge the gaps between incompatible systems and break down the operational and process silos within a utility. This keeps the organization on course and focused on customer needs.
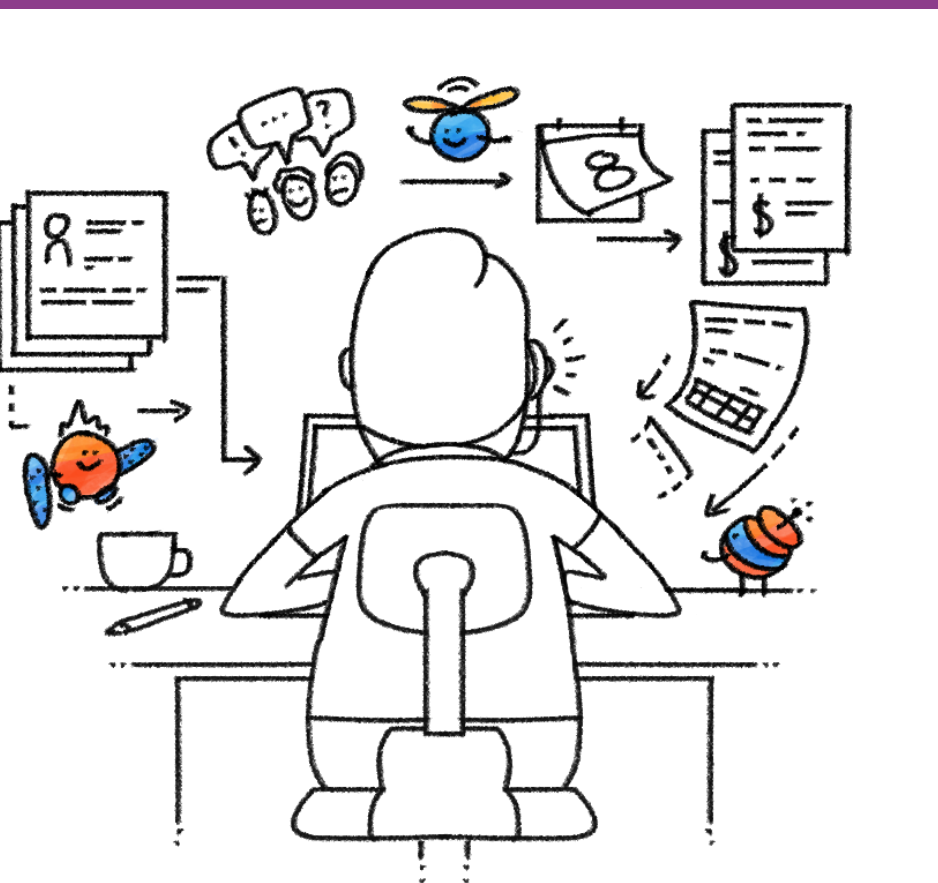
20%-30%
Reductions by utilities in the cost to serve, while improving customer satisfaction by 10% to 20%
Source: McKinsey.com

Sample use cases
Proactive high usage/high bill notifications | Predictive churn | Service monitoring quality

Want the full story?

Check out our new e-book,
Customer experience in Utilities: Generating better engagement with AI-driven automation

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