

BUSINESS CASE: GLOBAL ENERGY COMPANY

This is one of the top ten Global Energy Companies today. Established in 1909, this company provides resources to over 78 countries with the help of about 74,000 employees. The Energy Company is extremely busy supporting each of these employees in different languages. Employees can get help by contacting support directly or reviewing the employee website.

THE PROBLEM:

The Energy Company is looking to change internal processes to improve employee experiences, while alleviating the exhausted support department. They created an 18 page excel document for employees moving, leaving or joining to fill out without help. A few issues arose with this self-service model.

The support department would get 2,407 questions per 6-month period about the moving, leaving, joining process. These questions would take over 100 hours a week for 3 technical representatives, while leaving many employees frustrated and confused.

THE SOLUTION:

The Global Energy Company decided it was time to create a single, highly visible, and easy to use process with minimal effort. The company discovered NOHOLD, and decided to automate the joining, leaving, moving process, while making updates easy. In 4 weeks, an AI Assistant was created. The AI Assistant took employees step by step through a conversational form, while answering any questions about the process along the way.

THE RESULTS:

After launching the AI Assistant, the Global Energy Company saw an 82% decrease of questions about the moving, leaving or joining process. With this reduction in queries, one support representative could respond and manage content of this type in less than an hour a day. Ultimately, saving the Energy Company time, money and resources.

