AI ASSISTANTS FOR UTILITIES

Self-Service Support that Improves the Customer Experience.

> " **The Virtual Assistant allows us to listen to the voice of the customer. It allowed us to answer the top questions, reducing the need for customers to call in. It made my job easier by providing reports that helped us to improve customer interactions over time."**
>
> Judy Holderman - Advisor, Business & Search Operations Dell Technologies

CAPABILITIES

NOHOLD builds Artificial Intelligence (AI) Assistants enabling companies to provide exceptional support to customers and employees through a cost effective, innovative solution. Our AI Assistant uses Conversational AI to improve the customer experience by answering questions and completing tasks instantly. Our award-winning platform, SICURA®, is flexible and can be connected through standard program interfaces to any system. Our AI Assistant can:

- Process customer service requests for new enrollment, move-in, move-out, transfer of service, billing inquiry, bill payments, etc.
- Answer questions automatically in multiple languages 24/7/365
- Provide guidance to customers & employees to help complete tasks
- Integrate with other systems to deliver personalized customer experience
- Alleviate demand on labor resources
- Capture the customer/employee experience for continuous improvement

BENEFITS

- Reduce costs while improving the customer experience
- Standardize processes, procedures and response to customer inquiries
- Capture the voice of the customer for continuous improvement
- Provide 24/7/365 availability
- Integrate with other systems through standard program interfaces (APIs)
- Provide a turn-key solution through minimal demand on project resources

MULTI-CHANNEL

AI Assistants can support customers and employees simultaneously across multiple channels to provide solutions any time, anywhere.

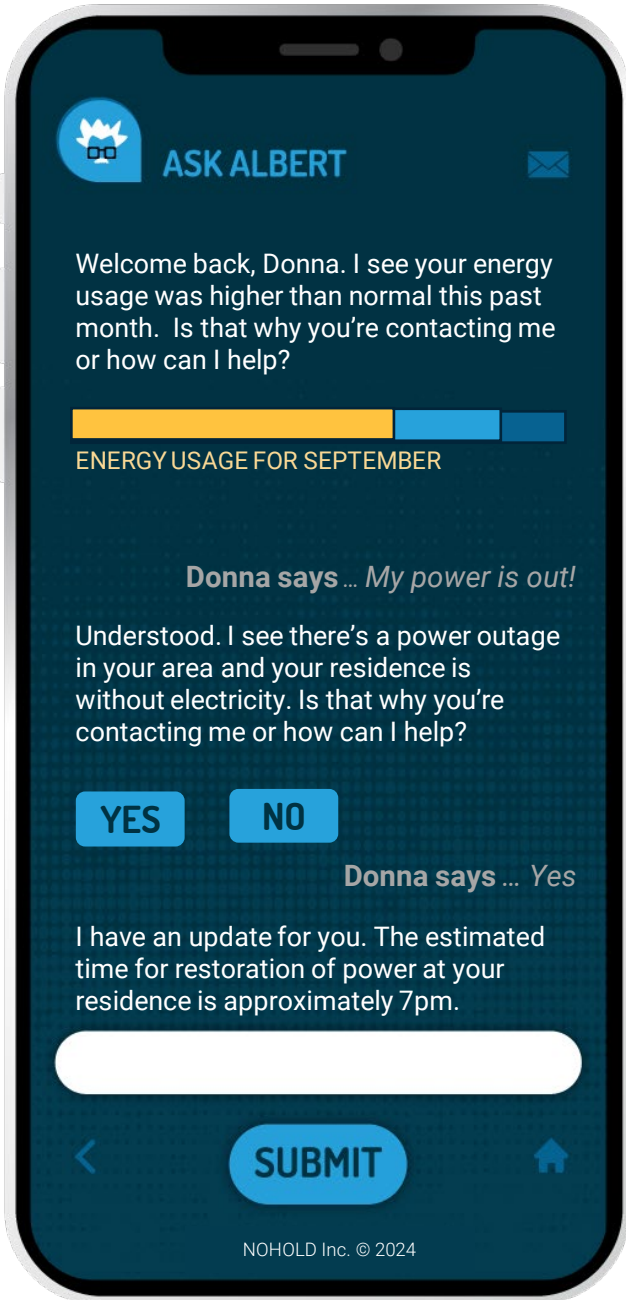Website   Apps   Phone   Email   Smart Speakers   Contact Center   Webchat   Social Media

READY TO IMPROVE COST-TO-SERVE & THE CUSTOMER EXPERIENCE?

Schedule a demo with us to try an AI Assistant on your own content. Scan the QR Code or go to nohold.com/contact.

NOHOLD

FEATURES

AI-based Natural Language Processor & Inference Engine
Multi-turn, context aware, conversational interface

Analytics
Capture systematically actionable customer behavior metrics

Application Programming Interface (API)
Integrates & connects with back-office systems

noHold Connect (NHC)
Connect to other AI Assistants

Omnichannel
Can be launched via Phone system, Webchat, App, Smart Speaker, Social Media

Scalable
Handles millions of conversations per month

Multilingual
Live in 15 languages

Deployment
Available on both cloud and on premise

Compliant and Secure
SOC2 - Type 2, HIPAA, PCI

BEST PRACTICES

- Customize with Company Branding
- Personalize the Customer Experience
- Leverage QR Codes
- Embed Multimedia
- Escalation Options
- Leverage Existing Knowledge
- Use an Avatar
- Upsell & Cross-sell
- Share Ratings, Alerts, Promotions, etc.

COMPLIANCE

SICURA® leverages Deterministic and Generative AI in a framework that is Large Language Model (LLM) agnostic. This allows us to create solutions that are predictable and compliant.

NOHOLD Compliance:
- SOC2 Type II
- HIPAA
- PCI

NOHOLD

AI ASSISTANT STORY

NOHOLD designed and built an AI Assistant for a government agency to automatically answer resident questions over the phone. The AI Assistant allowed agents to focus on critical issues by empowering customers to find solutions via self-service.

THE RESULTS

Post implementation, the AI Assistant produced these results:
- Handled 46% of incoming calls automatically without need for human intervention
- Increased Net Promoter Score by 2 points
- Deployed Phase I in one week and Phase II in three weeks, with minimal resources and risk

THE CHALLENGE

Prior to NOHOLD engagement, the client's call center was receiving more than 2.3M calls per month. The client was using intelligent voice response technology (IVR) to handle a portion of its calls automatically but needed improved call handling performance with the increased call forecast due to the upcoming launch of a new product. The client needed a customer-centric solution that was cost effective, low risk, and easy to implement & maintain.
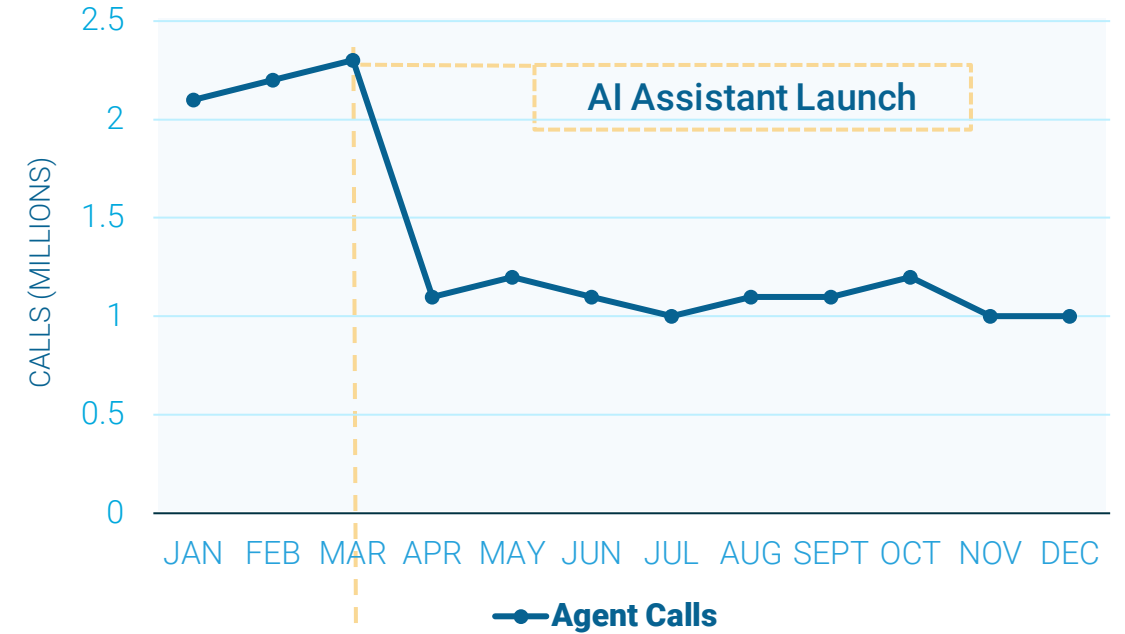
OUR APPROACH

The project was organized in two phases. Phase I, the client provided insight to the top call drivers that were putting a labor demand on its call center. Through collaboration we identified the call drivers that could be addressed immediately and without integration to other systems. NOHOLD created the first version of the AI Assistant using readily available content while linking the AI Assistant to the caller's phone number, and our client integrated it with their phone system. Immediately, some calls were automatically handled without human intervention. In Phase II, NOHOLD developed connectors to the appropriate back-office systems to further personalize the customer experience. Ultimately the client reduced significant costs to serve customers while increasing overall customer satisfaction.

CONCLUSIONS

- Adoption of the technology was immediately accepted by customers
- Over one-million calls per month were handled via the AI Assistant
- Avoided labor savings by the client exceeded $10M annually
- Metrics collected by the AI Assistant were critical in identifying actionable enhancements
- Overall customer satisfaction was improved and NPS increased by 2 points
- Client expectations for project timeline, costs, and targeted results were all exceeded

Agent Call Volume

NPS

NOHOLD