

INDUSTRY:
Utilities

Northern Ireland Electricity Powers Up Customer Service with Voxeo VoiceObjects



Northern Ireland Electricity uses **Voxeo's VoiceObjects technology** to provide automated, phone-based customer service 24*7.

Highlights

- ✓ Automation of key services
- ✓ Efficient and high-quality phone-based services
- ✓ Minimized call waiting times
- ✓ Customer service agents are free to handle more complex inquiries

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Voxeo Germany and SpeechStorm™, have joined forces to deliver a speech-based self-service portal to all Northern Ireland Electricity Supply (NIE) customers. The service provides automated, telephone-based customer service twenty-four hours a day, seven days a week, and ensures customers get direct access to services whenever they need them.

NIE initially identified a number of key services for automation using the VoiceObjects-powered SpeechStorm solution, including account inquiries, payments, and the set-up of direct debits. Callers are now pre-identified by the system using their account number and, once authenticated, are presented with account details such as current balance and last payment information.

A key component of SpeechStorm's hosted platform and the NIE solution is the VoiceObjects Server Network Edition, a phone application server that enables highly scalable, carrier-grade deployment and management of personalized, over-the-phone voice, video, text, and Web self-service applications, while meeting the cluster management and multi-tenancy needs of service providers.

"It is imperative that we offer high-quality and efficient customer service by phone. For many of our customers, the phone is the main way to contact us. The solution from Voxeo and SpeechStorm means we can offer a service which minimizes call waiting times and enables our customer service agents to deal with more complex inquiries. We also expect to see an increase in the efficiency with which calls are handled. I was impressed with the quality of the system from the team and the no-fuss approach brought to the project."

Jim Clendinning
Service Development Manager, Northern
Ireland Electricity