



Utilities CX solution developed on dynamics 365 customer engagement

With increasing number of independent suppliers in the market today, utilities industry is facing tough competition to retain their existing customer base. Dynamics CRM Center of Excellence (CoE) offers Utility CX, a Cloud based customer experience solution built on dynamics CRM specifically for utilities suppliers (electricity & gas and water). The solution helps clients improve customer retention, increase workforce productivity and automate routinized processes with flexible deployment and faster implementation.



40% reduction in implementation time of CRM systems



Multiple deployment options



Free mobility app to access on the go



Up to 30% reduction in implementation costs of CRM systems

Built on dynamics 365 customer engagement, the solution offers end to end CRM functionalities for utilities business.

An effective dynamics CRM based solution to enhance the experience for the utility end consumer to a next level.

Key benefits



Customer onboarding management

- **20%** reduction in turn-around time in the sales cycle
- **15%** improvement in effective decision making



Customer service management

- **33%** reduction in cost of customer service
- **20%** increase in productivity of resources



Customer process management

- **20%** increase in customer retention
- **15%** improvement in completion of formalities



Customer feedback management

- **15%** improvement in survey responses
- **20%** improvement in NPS and CSAT scores

Features

| Customer onboarding management | Customer process management | Customer service management | Customer feedback management |
|---|--|---|--|
| <ul style="list-style-type: none"> • Lead to opportunity cycle • Quote generation • Service agreements | <ul style="list-style-type: none"> • 360 degree customer view • Property management • Meter data management • Billing cycle management | <ul style="list-style-type: none"> • Case/incidents management • Field service work order dispatching • Resource schedule management | <ul style="list-style-type: none"> • Interactive survey designing • Survey scheduling management |



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