STREEBO

Pre-trained Bots for Customer Service @ Utilities

Need for Next-Gen Technology in Utilities Industry

Request a Demo

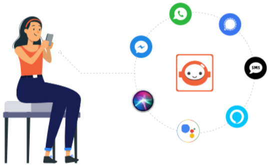
What Energy & Utility Companies can do to adapt and overcome the Industry Change

With innovations in Natural Language Processing (NLP) powered by Artificial Intelligence (AI), bot technology has matured to a point where it can give a seamless experience to the end-users. Intelligent and smart chatbots are now helping businesses connect to customers more directly and effectively while reducing overall operating expenses for the organization and maximizing revenue.

The Chatbot for Energy & Utilities allows communicating via existing messaging apps on a customer's phone such as Facebook Messenger, WhatsApp, Signal, and even SMS. Further, they can do voice communication over the Phone and the latest voice devices such as Amazon Alexa, Google Assistant and Siri.

Streebo, a leading AI and Digital Transformation Company has created a very powerful, intelligent, and Pre-trained AI-Powered Chatbot for the Energy & Utility Industry. These bots are guaranteed to be 99% accurate and are pre-integrated with a wide variety of enterprise backend systems such as Azure. The AI powered Conversational/Chatbot for Utility leverages leading Natural Language Processing (NLP) engine such as GPT on Azure to extend this online experience to a variety of social media platforms.

These NLP-powered Chatbots for Utilities enable more personalized approaches to improve customer experience, which in turn helps in customer retention. Utility Companies can improve their business by both upselling services and reducing operational costs. It is projected that Utility companies will save over 8 billion dollars by leveraging chatbots through 2025.



Business Benefits

As per Gartner's report, 91% of organizations are planning to deploy AI within the next three years. By 2030, a billion service tickets will be raised automatically by customer-owned bots. 57% of consumers are interested in chatbots for their instantaneity.

Hence by rolling out AI-Powered Energy Industry Bots for Customers across channels will result in the following benefits for the Energy & Utility Business:

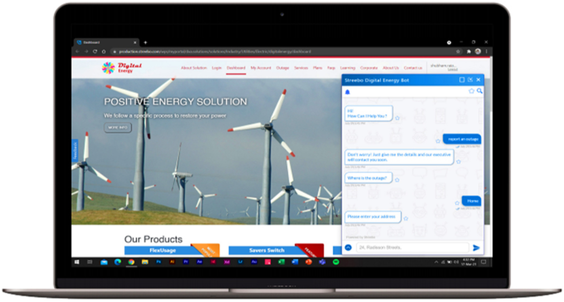
Massive Call Reduction
Chatbot is preloaded with a utility company's most common FAQs and integrated with their enterprise backends and thus can address up to 80% of commonly asked Tier 1 support questions. Helps live agent to focus on critical issues, that helps in increased productivity.

Personalized marketing to Upsell
Streebo's Chatbot with 99% Bot Intelligence Index (BII), can help upselling services with suggestions on products/services by gathering a history of usage for a particular customer, based on information and analysis of chat.

Increased Customer Base and Revenue
Chatbots in the Energy Industry can increase your digital presence and provide ease of access to your services with a personalized experience, which certainly helps in increasing customer base resulting in increasing revenue.

Saves Cost
Having a Chatbot for the Energy Industry, customer support helps your business to save on the cost of call centers, resource costs & training costs for these operations.

AI Powered Bot extended on Social Media Channels


POSITIVE ENERGY SOLUTION
We follow a specific process to restore your power
Our Products
FlexUsage
Savers Switch
Streebo Digital Energy Bot

Hi!
How Can I Help You ?

report an outage

Don't worry! Just give me the details and our executive will contact you soon.

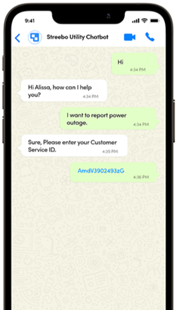
Where is the outage?

Home

Please enter your address

24, Radisson Streets.

Web Application



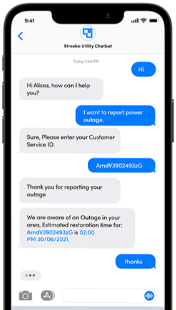
Hi 4:34 PM

Hi Alissa, how can I help you? 4:34 PM

I want to report power outage. 4:34 PM

Sure, Please enter your Customer Service ID. 4:35 PM

AmdV3902493zG 4:36 PM



Hi

Hi Alissa, how can I help you?

I want to report power outage.

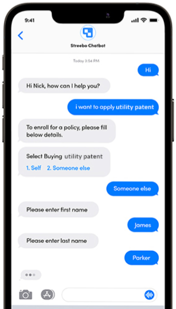
Sure, Please enter your Customer Service ID.

AmdV3902493zG

Thank you for reporting your outage

We are aware of an Outage in your area, Estimated restoration time for: AmdV3902493zG is 02:00 PM 30/06/2021.

thanks



Hi

Hi Nick, how can I help you?

i want to apply utility patent

To enroll for a policy, please fill below details.

Select Buying utility patent
1. Self 2. Someone else

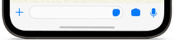
Someone else

Please enter first name

James

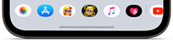
Please enter last name

Parker



WhatsApp Bot

FB Messenger Bot



SMS Bot

Drive Business Growth using Pre-Trained Smart Chatbots

- Trained until 99% Accurate
- Pay-Per-Usage

LET'S GET STARTED

Why Streebo's AI-Powered Utility Bot?

Streebo in collaboration with leading technology organization like Microsoft has created a powerful and secured solution.

Key differentiators of Streebo's Pre-Trained and pre-integrated AI-Powered Digital Energy Industry Bots for Customer:

Trained until 99% Accurate Response
Streebo Chatbot comes with Guaranteed Bot Intelligence Index* of 99% (*BII= No. of questions answered correctly/No. of relevant questions asked)

Flexible Deployment Options
Streebo's Pre-Trained Chatbots for Energy & Utility Operators can be deployed on-premise or on IBM Cloud, Microsoft Azure, Amazon AWS, or Google Cloud Platform.

Pre-Integrated with Backends
Streebo's Chatbots for the Digital Energy Industry comes in pre-integrated with Energy & Utility Software and portals, backend systems such as CRM, ERP, etc.

Omni-Channel Experience
Streebo's AI-powered customer chatbot for Energy Industry can be deployed across social media channels such as FB Messenger, WhatsApp, Instagram, Signals, WeChat, Skype, and even SMS. Bots can even be deployed to existing digital properties such as the website and mobile App.

Built-in Domain Intelligence
Streebo's Team with its Energy & Utility domain intelligence and experience gained over the years building Conversational AI Chatbots for Customers, in collaboration with its technology partner, deploys highly intelligent pre-trained Bot that can emulate business processes for your Digital Energy Business.

Standard Architecture
Build on Natural Language Processing engine such as GPT on Azure, Streebo's Smart Bots are built on robust software. Application Platform technologies include support for standard J2EE engines including IBM WebSphere or JBOSS and can be deployed as standard Docker and Kubernetes packages on platforms such as RedHat OpenShift

Multi-lingual Assistance
Conversational AI in Energy & Utilities provides support to 38+ languages on chat as well as voice interface which gains more preference. They can even handle voice requests on channels such as IVR, Amazon Alexa, and Google Home.

Time to Market
Streebo's Bot Builder technology offers the Energy Industry Chatbot for Customers with a drag & drop builder, a LOW CODE NO CODE tooling to assemble, integrate and manage the bot. The Bot builder also comes integrated with a workflow engine to automate various business processes. Thus, making it easy for both Line of Business and people in IT with minimal or no background in Artificial Intelligence to assemble, integrate and manage the bot moving forward.

Lower Maintenance
Streebo's Pre-Trained Chatbot for Energy & Utilities is built using open standards such as Java and JavaScript. Streebo's bot builder is optional development-only tooling, that customers can choose, or they can directly develop and manage it using standard IDEs such as Eclipse and Visual Studio that significantly

lowers app development costs as well as reduced support & maintenance costs.

Our AI Chatbot for Digital Energy Industry Supports Below mentioned Features

- 99% Accuracy
- Secured
- Advanced Analytics
- Supports voice & chat
- Inbuilt Live Agent Support
- Omni-channel Solution
- Multi-lingual
- Pre-integrated with Enterprise Systems

Business Functions that Our Powered Pre-Trained Bot can handle

- ✓ General FAQs
- ✓ Offce Locator
- ✓ Report Outage
- ✓ Service Request
- ✓ Schedule a Home Visit
- ✓ Track Request
- ✓ Offers and Promotions
- ✓ Create an account
- ✓ Manage your connection
- ✓ Change Subscription Plan
- ✓ Payment Transactions
- ✓ Fetch Services in Details
- ✓ Feedbacks and reviews
- ✓ Reward Points

Pricing Options

MVP (Minimum Viable Product) bot includes

- ✓ 3 transactional use cases
- ✓ 50 FAQ’s
- ✓ 1 backend integrations
- ✓ Channels – Web, Mobile App, 1 Social media channel such as WhatsApp/Facebook Messenger

Capex Option

- ✓ You can choose to buy the MVP Bot.

Opex Option

- ✓ You can choose to Subscribe to the MVP Bot at no upfront setup fee.

Pay Per Usage

- ✓ This is a conversation-based subscription and tied to the number of conversations, hence there is no constraint on the scope.

SCHEDULE YOUR BOT DEMO TODAY