Convert power grids into powerhouses of consumer experience

Eighty percent of companies believe they deliver a superior customer experience. But only eight percent of their customers agree
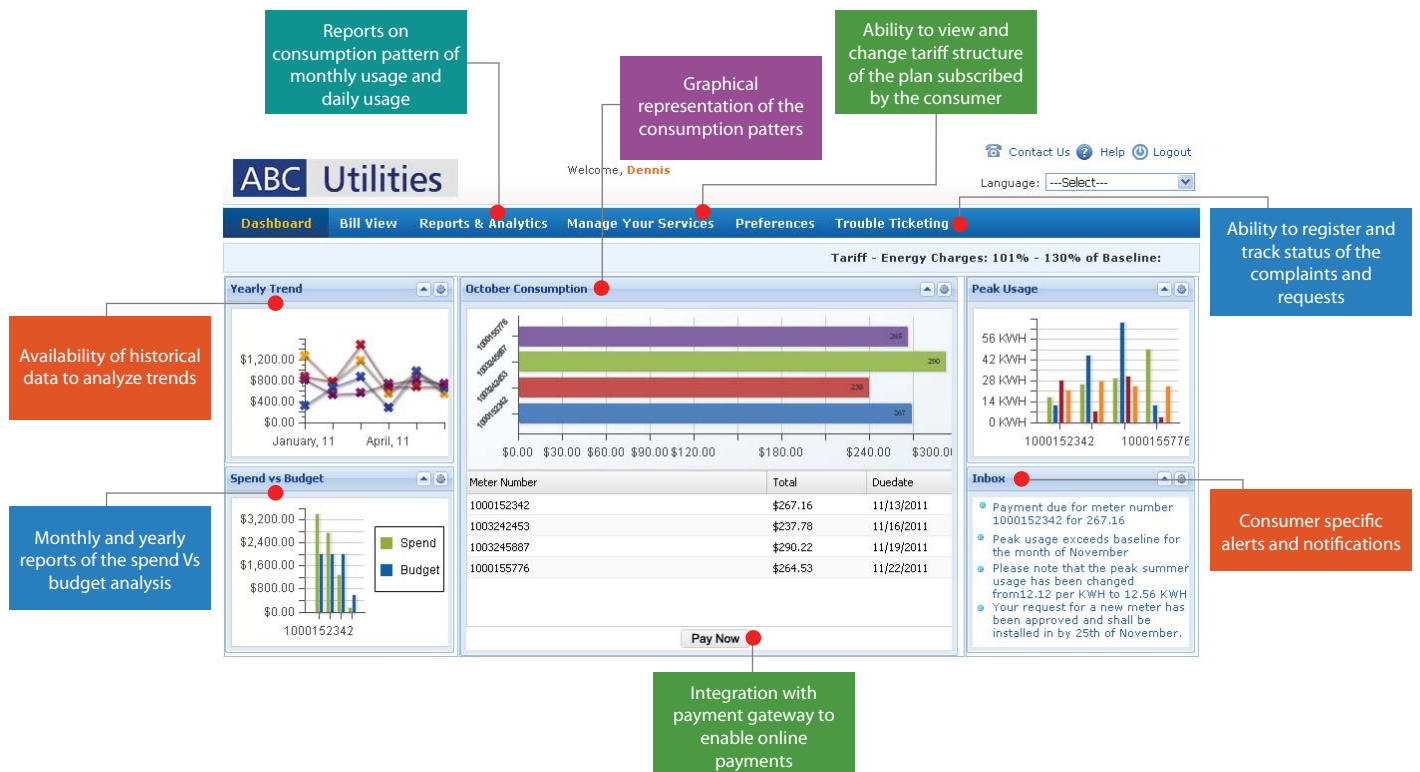
UniServe™ 360 hub a platform for consumer engagement

UniServe™ 360 communication hub is a comprehensive solution that enables you to enhance your consumer experience by engaging with them though consistent, personalized and clear communications across various channels. From ensuring Omni-channel delivery of consumption statements, to sending payment alerts, online trouble ticketing and tracking and launching personalized campaigns for up-sell and cross-sell opportunities, UniServe™ 360 communication hub is designed and architected to deliver superior results.

Enhanced consumer experience

- Comprehensive self-care portal that enables online payments, complaints/ service requests registering and tracking, viewing historical data, representing consumption data in graphical formats and providing tools to analyze consumption data
- Real-time, targeted campaign management to enable consumer engagement. Campaigns can be measured to analyze consumer behavior.
- Efficient responses from CSR(customer service representative) on statement related queries
- Targeted messages through the self-care portal
- Consolidation of consumer statements across various types of utilities to enable single view of the consumer

UniServe™

Dashboard view of Self-care Portal

Reports on consumption pattern of monthly usage and daily usage

Graphical representation of the consumption patters

Ability to view and change tariff structure of the plan subscribed by the consumer

Ability to register and track status of the complaints and requests

Availability of historical data to analyze trends

Monthly and yearly reports of the spend Vs budget analysis

Consumer specific alerts and notifications

Integration with payment gateway to enable online payments

Improved operational efficiencies

- Dynamic generation of contract notes eliminating manual interventions
- Architectural uniqueness that separates content and design of the template to enable remote support
- On-demand generation of consumer transaction documents to eliminate redundant storage costs
- Real time campaign management functionality to generate revenue through up-sell and cross-sell opportunities
- Operations dashboard to track performance. Operators can track and display the status of the raised tickets from the consumers.
- POD (proof of delivery) tracking and bounced e-mail reports to ensure efficient document delivery

The result is a cross functional unified business process unification of consumer communication to B2B and B2C consumers.

UniServe™ 360 communication hub, so your consumers are never off the grid!

In10s
Our intensity. Your agility.