



AI ASSISTANTS FOR UTILITIES

Self-Service Support that Improves the Customer Experience.

“The flexibility of SICURA helped us with our own support initiatives and added another dimension into our online support ecosystem.”

D. Jay Pederson
VP Worldwide Customer Advocacy

NOHOLD builds AI Assistants so Utility companies can provide innovative support solutions for their customers and employees. Our AI Assistants use Conversational AI to improve the customer experience by answering questions and completing tasks instantly. Our platform, SICURA®, is flexible and can be connected through APIs to any system. An AI Assistant can:

- Answer questions automatically in multiple languages 24/7/365
- Provide guidance to help complete tasks automatically
- Simplify processes and procedures
- Integrate with systems to deliver more personalized experiences
- Alleviate strain on support resources
- Capture the voice of the user to predict audience needs and adjust

BENEFITS

- 24/7/365 Availability
- Reduce cost
- Establish an all-inclusive user experience
- Enhance processes and procedures
- Capture the voice of the customer
- Integrate with back-office systems
- Turn-key solution

OMNICHANNEL

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



Website



Apps



Phone



Email



Smart Speakers



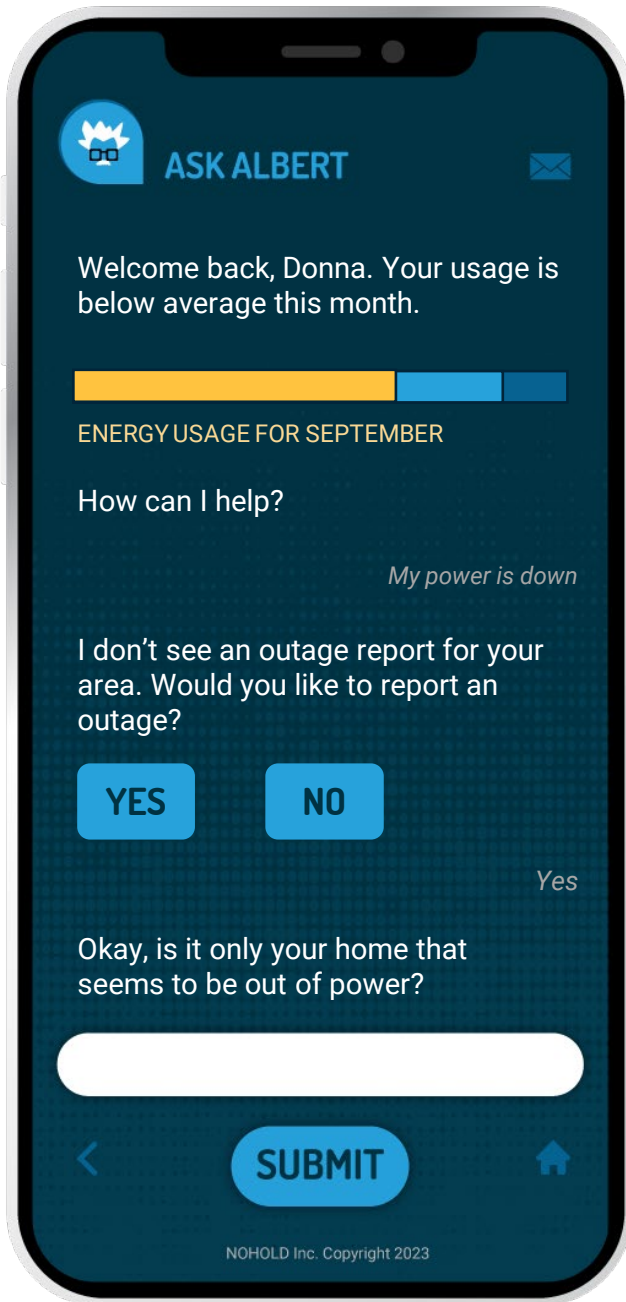
Contact Center



Webchat



Social Media



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 Experience
- Leverage QR Codes
- Embed Multimedia
- Escalation Options
- Leverage Existing Knowledge
- Use an Avatar
- Upsell & Cross-sell
- Share Ratings, Alerts, Promotions, etc.

COMPLIANCE

NOHOLD uses Deterministic AI to power its platform. Although we can integrate with Generative AI, like ChatGPT and other Large Language Models (LLM), our solution is compliant and predictable.

NOHOLD Compliance:

- SOC2 Type II
- HIPAA
- PCI



AI ASSISTANT STORY

In one week after deploying an AI Assistant, this customer was able to handle 46.48% of its calls automatically.

THE CHALLENGE

Prior to NOHOLD engagement, this customer call center was receiving more than 2.3M calls per month. The customer was using an intelligent IVR and through it, was able to handle 13% of its calls automatically. Due to the launch of a new product and service, the customer was expecting a 5% to 10% increase in support calls.

OUR APPROACH

We divided the project in two phases. Phase I, the customer created a Pareto chart of the top call drivers affecting its call center. NOHOLD and the customer identified the issues that could be addressed automatically and without any special integration. NOHOLD created the first version of the AI Assistant to address those issues based on content already available. NOHOLD created a phone number and linked it to the AI Assistant, so that any call to that number, would be answered by the AI Assistant. In Phase II, NOHOLD created connectors to the appropriate back-office systems and cores to personalize the customer experience. NOHOLD linked the new version of the AI Assistant to the same phone number, so that no changes were needed to the customer phone system.

LESSONS LEARNED

- The metrics collected by the AI Assistant are critical in identifying actionable customer behavior metrics.
- Strong Natural Language Understanding (NLU) algorithms are essential to compensate for the challenges of speech recognition through a phone line.
- An Inference Engine capable of rendering multi-turn conversations with the customer is also critical to completely understand customer intents.
- Enabling customers to interrupt a conversation, change subject, request a re-read are effective ways to guide callers to the right solution.

CONCLUSIONS

- Increased call center efficiency by 46.48%.
- Increased Net Promoter Score by 2 points.
- Deployed Phase I in one week and Phase II in three weeks, with minimal resources and risk.

