



SAP Innovation Awards 2019 Entry Pitch Deck

Intelligent Virtual High Bill Assistant
Accenture Solution Private Limited

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“Quote”

Premier customer service delivered with Intelligent Virtual High Bill Assistant in the New SAP

Challenge

With digital and social channels reshaping customer expectations and increasing business competition, has made it harder for call centers to meet customer expectations. And with evolving customer expectation, customer attrition tends to increase. Customers expect immediate service through the channel of their preference and quick resolution for their enquiry

Solution

Intelligent High Bill Assistant is an enhanced display that will reduce call handle time for high bill complaints/inquiries by providing a single location for call center agents to review and diagnose the key factors that typically derive customer calls. In addition, the solution will yield recommended actions, consumption details and graphs, interactions and feedbacks to help facilitate quicker resolution and provide consistency across all calls handled by agents.

The solution will leverage the S4 Hana, SAP Leonardo, C4HANA service cloud capabilities

Outcome

This will help improve customer loyalty, maximize customers' lifetime value and improve satisfaction index. The solution will empower the real time analytics & machine learning capabilities of C4 HANA and thereby providing better response time. This platform will serve as a right mix of intelligent technologies to improve customer management.

Up To 60%

reduction in Average Handling Time

Reduce Overall Cost To Serve 20-30%

Increase Call Quality

by ~30%



Business Challenge & Objectives

The customer service agent Samantha last year was struggling to get her CSAT scores on track because a High Bill Query used to take more than 30 minutes to respond back to the customer

This happened due to the manual intervention required to analyze and compare the various factors such as consumptions, invoices, payments, customer history, meter reads while the customer was on the call and to come up with the recommended actions

Now with this solution, she is able to resolve a customer High Bill Query in under 3 minutes using a Virtual High Bill Assistant on SAP Service cloud using SAP Leonardo for real time predictive analytics

The objective is:

- To Reduce the Average handling time
- To leverage the power of Predictive Analytics by using SAP Leonardo to analyze and predict customer usage & consumption patterns
- Reduce Overall Cost To Serve
- Increase Call Quality
- Improve Customer Satisfaction Index
- Bring in Real Time Analytics



Project / Use Case Details

Intelligent Virtual High Bill Assistant is an enhanced display that will reduce call handle time for high bill complaints/inquiries by providing a single location for call center agents to review and diagnose the key factors that typically derive customer calls. In addition, the functionality will yield recommended actions, consumption/usage details, predict future usage patterns to help facilitate quicker resolution and provide consistency across all calls handled by agents.

Key Features

- Guided Process to display relevant information like Billing & Payments, Usage & Consumption
- Predicts Future usage and consumption patterns with SAP Leonardo and recommend customer on how to be energy efficient to avoid high bill in the future.
- Invoices, Payments, Consumption charges displayed for comparison – current, previous month, previous year and one even older than that.
- Detailed Information that Displays monthly, daily and hourly AMI consumption
- Re-commended actions – derived logic based on account related information in ISU (Bills, invoices, payments etc)
- Create BPEM Case for billing Investigation
- Store interaction records for end state of enquiry for future references
- Option for customer to enroll into new payment plans



Benefits and Outcomes

Business / Social

- Building the intelligent enterprise by transforming utilities and enabling new business and operating models.
- Reduce customer average call handling time
- Reduce Cost of Operations
- Increase Efficiency in handling call operations
- Enriching customer experience

IT

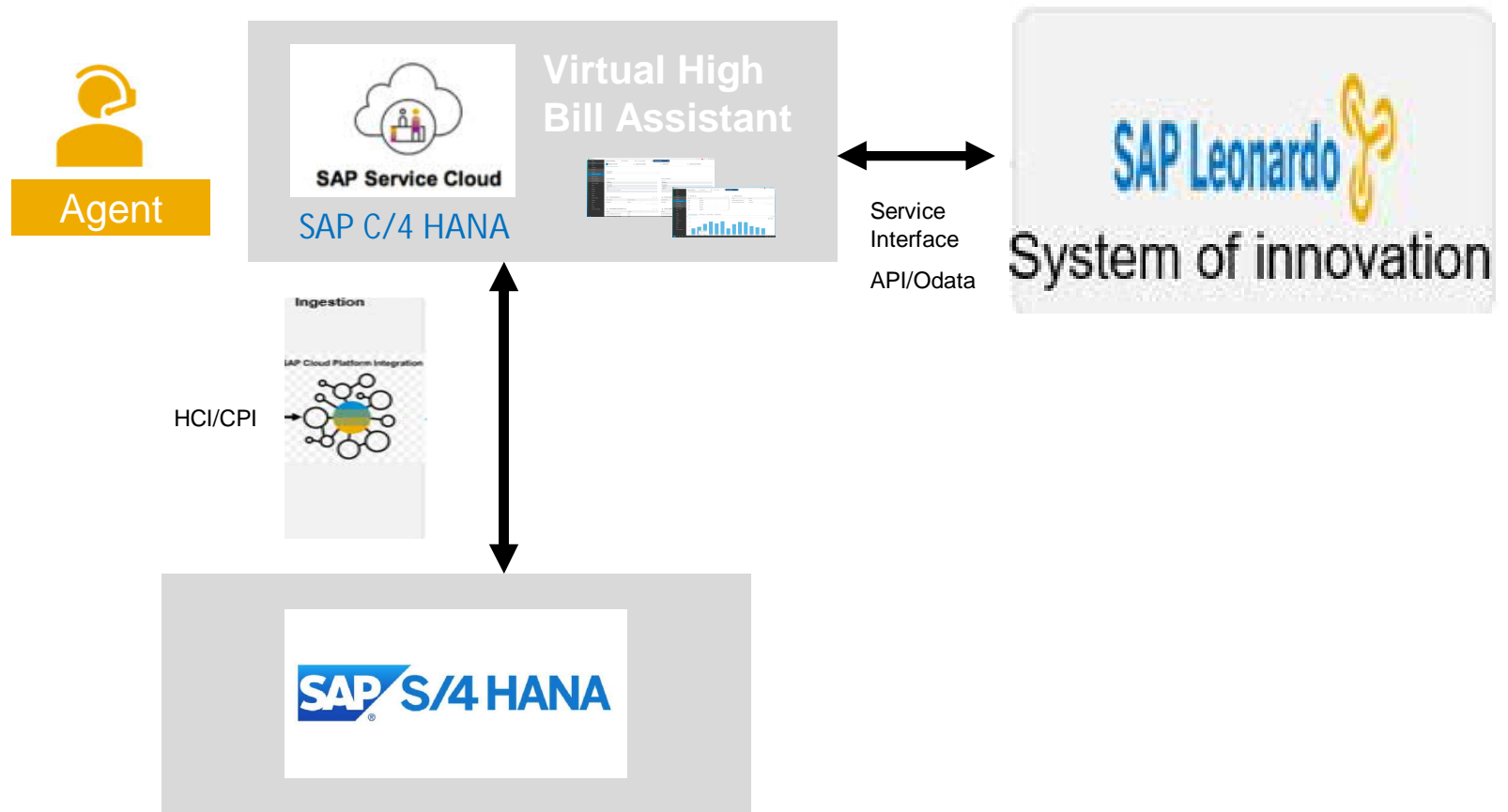
- Integrated System of Records and cloud platforms
- Leverage machine learning capabilities with SAP Leonardo
- Enriched Integration
- Suggest informed decisions from data analytics for recommended actions

Human Empowerment

- Empower CSR agent
- Enhance Call Center Activity center and Customer retention
- Up To 60% reduction in average handling time
- Reduce Overall Cost To Serve 20-30%
- Increase Call Quality by ~30%
- Improve Customer Satisfaction Index
- Real Time Analytics to help CSA view and predict future usage and consumption patterns



Architecture





Deployment

Date of Deployment or POC: 01.11.2018

Number of live users:

SAP Technologies Used:

SAP S/4HANA	POC
C/4HANA Service cloud	POC
SAP Leonardo	POC
Cloud Platform Integrator (CPI/HCI)	POC

Server Processor:

Linux Distribution:



Emerging Technologies and Use Cases

The following Emerging Technologies and use-cases are part of the project and describe the contribution

	Technology or Use Case	Yes/No	Contribution to Project
1.	Machine Learning / Artificial Intelligence	Yes	
2.	IoT	No	
3.	3D printing	No	
4.	Blockchain	No	
5.	API Economy / Integrate the Intelligent Enterprise	Yes	
6.	Cloud Native / Event Based Architectures	Yes	
7.	Extending the digital core with SAP CP / ABAP in SAP CP	Yes	
8.	SAP Leonardo Application (extending SAP application, using Industry Innovation Kits or result of Design Thinking workshop)	Yes	