



APPIAN FOR UTILITIES

INTELLIGENT CONTACT CENTER

The Appian Intelligent Contact Center™ powers contact centers at some of the world's leading organizations. Backed by the #1 rated case management solution, the Intelligent Contact Center™ provides a complete, single view of the customer while driving rapid resolution. The result is superior agent performance and world-class customer experiences.

Deregulated markets are giving consumers and businesses more choices in their energy providers, so improving service to retain customers and market share is critical. However, manual processes and siloed systems hinder the ability to deliver a great customer experience.

Whether it's customer billing, provisioning, outage response, or field service inquiries, utilities leaders are transforming the way they deliver customer service—and opening up opportunities to offer new energy products and services to customers.

MODERNIZE FOR MAXIMUM IMPACT

Transform your utilities contact center with an innovative platform that enables you to quickly deliver an integrated customer experience across channels and customer touchpoints.



Unified Customer View

Unify data and interaction history for a complete customer view for intelligent agent interactions and outstanding customer experiences.



Exceptional Customer Experiences

Provide seamless customer experience across channels and touchpoints, with embedded knowledge management, to ensure inquiries are resolved right the first time.



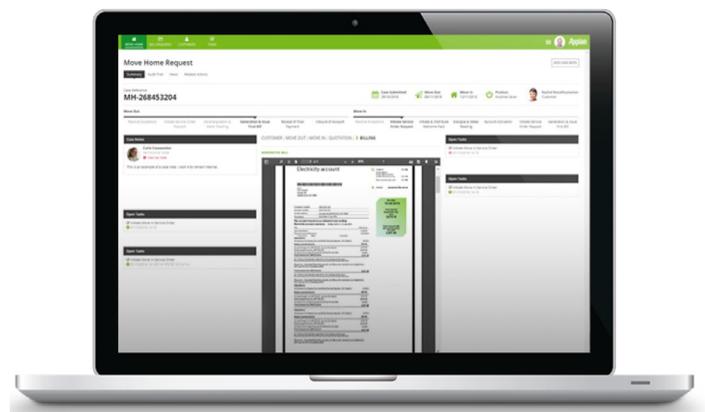
Phenomenal Agent Experience

A single, easy-to-use interface driven by sophisticated AI to support agents in servicing customers and delivering personalized recommendations.



Essential Integrations

Integrate siloed data and back-office systems to orchestrate complex processes and extend the value of your technology investments, including SAP and existing contact center technologies.



INTELLIGENT CONTACT CENTER

A SINGLE SOLUTION TO IMPROVE CUSTOMER ENGAGEMENT

Unified Customer View

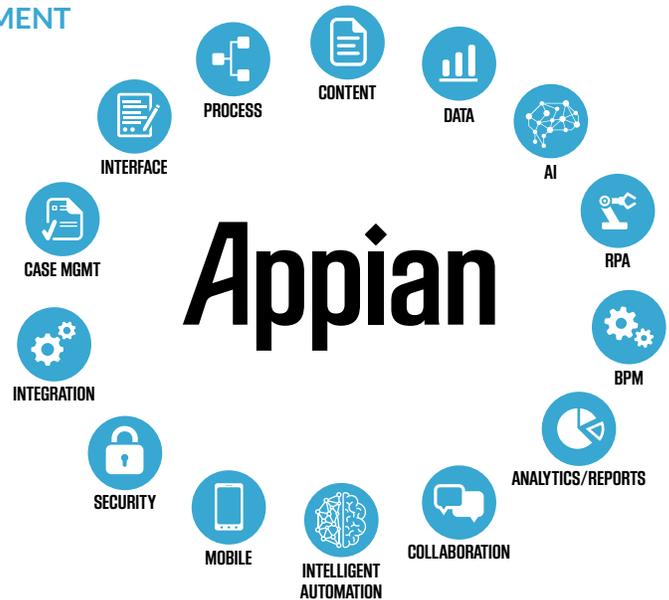
Unify data from across your organization to create one actionable customer view.

Universal Agents

Dynamic Case Management, AI, RPA, and intelligent processes help guide agents to handle any situation—fast.

Omni-channel Communications

Engage with customers on the channels of their choice for seamless customer experiences.



EXCEED THE KPIs THAT MATTER MOST:



Increase

- Customer Satisfaction Scores
- Call Quality Scores
- Revenue



Improve

- First Call Resolution
- Service Level
- Agent Productivity



Reduce

- Average Handle Time
- Cost Per Interaction
- Agent Turnover

APPIAN CUSTOMERS ARE REALIZING:

- **80%** reduction in processing time
- **Over 40%** operational cost savings
- **60%** increase in customer satisfaction
- **9x** faster customer service

LEADING ENERGY AND UTILITIES ORGANIZATIONS RELY ON APPIAN:



Appian

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com/energy