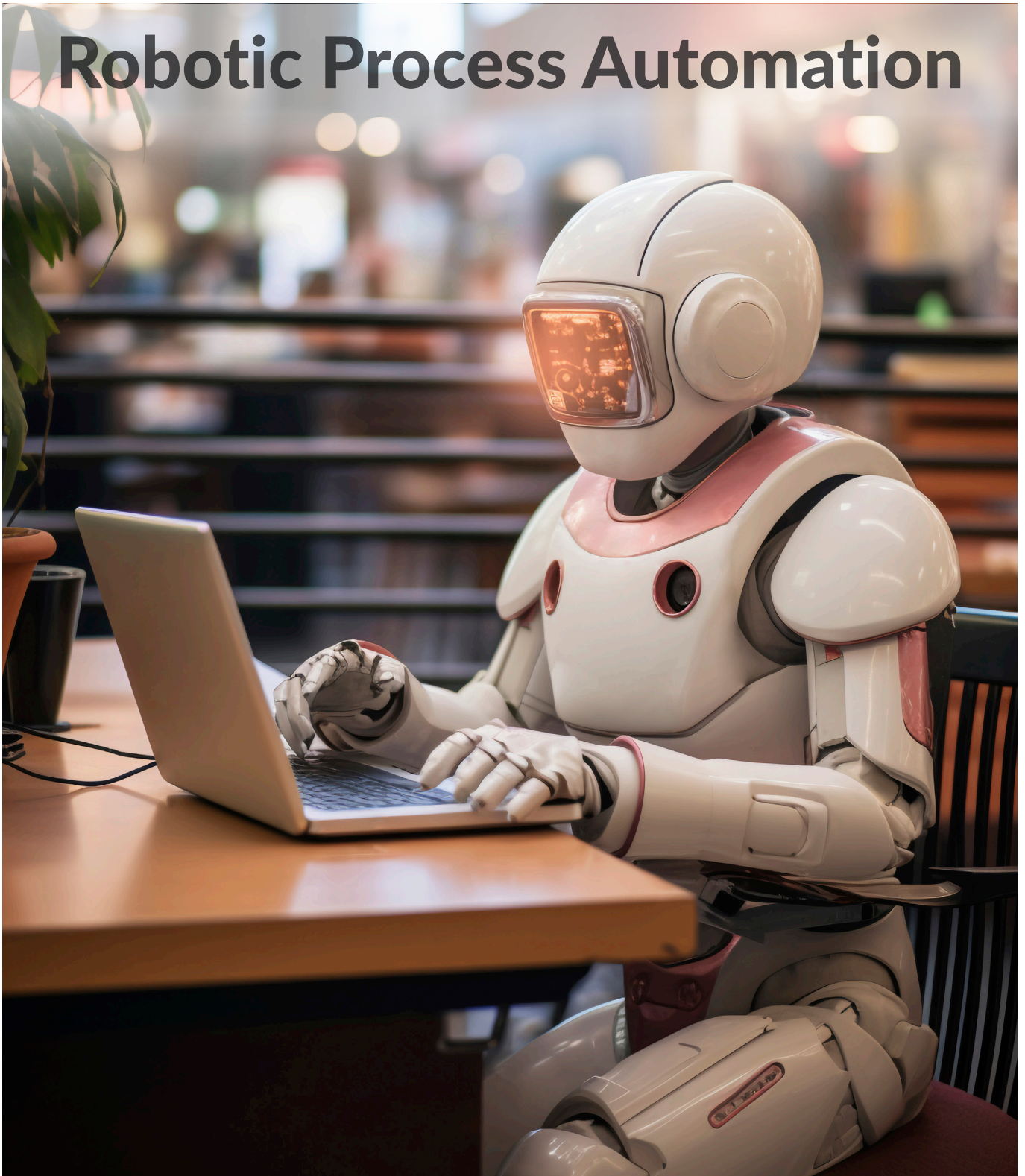




RPA + Omni-Channel Chatbot for CC&B-C2M

Start / Stop Service Automation

Robotic Process Automation



Utility Problem Statement

Start-Stop Service Orders Created Manually

Inefficient Process

- Online Form
- Print & Mail/Email
- Process Mail
- Manual Order Entry
- Delays if Not Processed on Time

Customer Actions Required

- Call the utility and get referred to the website
- Log on to the website, request Start or Stop service, fill out a form, print it, and mail or email it to Utility
- Call utility when exceptions occur; orders not processed on time resulting in delayed final and initial bills

Utility Back-Office Actions Required

- Answer the call or refer the customer to the website and give instructions.
- Process incoming mail or email; route start/stop order forms for the appropriate department
- Manually execute the Start/Stop process or request meter read
- Work exceptions to generate first and final bills



- To-Do Backlog Grows
- Manual Workload Increases
- System Exceptions Multiply



Business Impacts

Key Performance Indicators: Falling, Customer Service Issues Climbing, and Unbilled-Uncollected Revenue Piles Up

Introducing a cost-saving, game-changing breakthrough
in robotic processing for CCB-C2M

KPI's Falling

- First-Call Resolution
- Billing Accuracy and Timeliness
- Revenue Billed and Received
- Service Level Attainment
- Employee Morale

Customer Service and Revenue Impacts Climbing

- Pending Customer Requests
- Customer Calls / Complaints
- Average Call Handling Time
- Backlog of unworked To-Do's
- Manual Processing & Remediation
- Internal Labor Costs
- Unbilled Revenue

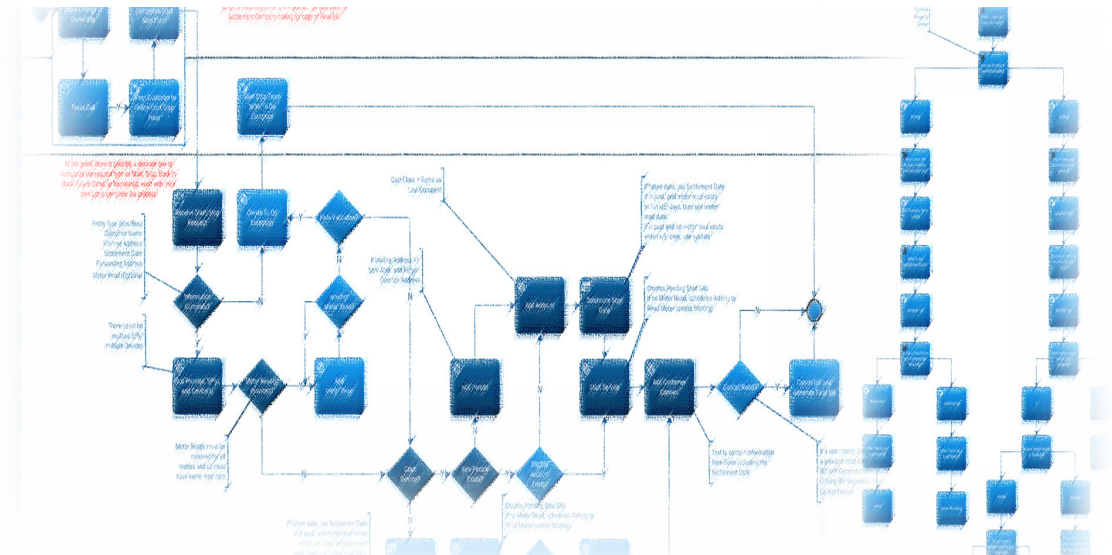


CriticalRiver Solution

Solution Overview

Automation of business processes using AI-powered Chatbots and Robotic execution of the process flow downs

- Chatbot guides online customers through a virtual data collection and validation tree to Start/Stop service
- Chatbot passes the order details to C2M for execution
- A Robot executes the process in C2M at machine speeds



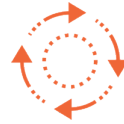
“AI-enabled Chatbots collect data from customers, then call a Robot to execute the underlying business process at high speed.”

NIMOY CHATBOT STUDIO



Omni-channel

- Engage with customers on social media messaging channels they prefer
- Build a chatbot that works once and integrate into any channel



Integration

- Connect CRM & backend systems for seamless, personalized experience
- REST APIs for real-time, bi-directional data sync



Live chat

- Nimoy's runtime NLP and text analytics alerts live agents to take over the user conversation if chatbot is falling back
- Live agents can stop the chatbot responses and take over the conversation in real time



BOT Analytics

- Nimoy's BOT analytics help conversational insights to analyze interactions and retention of measurement KPIs for the chatbots
- On-demand BOT training helps developers to review and train the NLP's models

Business Benefits

Operational KPIs and Revenue Collected Climbs as Complaints, To-Do Backlog, and Unbilled Revenue Falls

Automation of high-volume, time-consuming work can drive superior operational outcomes

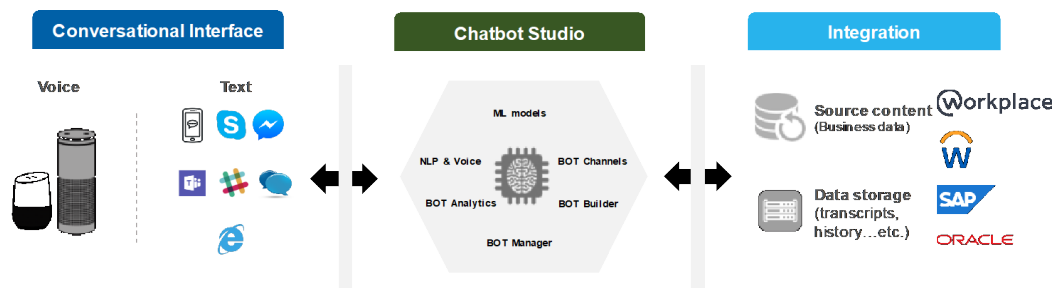
Errors, Complaints & Costs Fall Dramatically

- Manual Work
- Unbilled revenue
- Errors & Omissions
- Customer Complaints
- To-Do Backlog
- Internal Labor Costs

KPI's Recover and Customer Service Improves

- Customer Satisfaction
- Billing Accuracy
- On-time Service Fulfillment
- Operational Effectiveness
- Revenue Recognition
- Confidence / Acceptance of New Systems and Processes

Customer Experience



- **BOT Builder:** Design, Manage Stories, API integration and testing
- **Channels:** In-App, Facebook messenger, Email...etc
- **BOT Analytics:** Dashboard and Reports
- **BOT Manager:** Helps manage framework for better interactions
- **ML Models:** Intent and Entity Recognition, Sentiment Analysis
- **Comprehension Model:** Extraction of Knowledge from unstructured data
- **Image Processing:** Image Tagging and Classification, Data extraction
- **Training and learning:** evolve from every interaction



Accelerating Enterprise Modernization



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Locations

