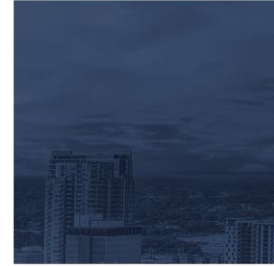# Strengthening your Utility's CX with AI

Introduction

Hernando Parrott

Open President North
America

Juan Corredor

Open CTO

Felipe Corredor

Open Solutions
Consultant

Not twins

Overview

+30
Years in business, working for utility and telecommunication companies (since 1987)

HQ Miami, FL
Colombia, Ecuador & Argentina

CIS Gartner Magic Quadrant
Market Guide
ISO 9000 Certified

Only CIS provider rated 5 of 5 in Gartner peer Review

+480
Employees
31% Women

+100
Successful Implementations in 19 countries

40M
Bills each month

+5M
Customers running on the cloud

Let's define Artificial Intelligence

Learn

Recognize   Decide

Artificial Intelligence Myths in the Utility Industry

A company needs a data lake to train AI

AI can find valuable information from any data

Artificially Intelligent computers will replace human jobs

AI will soon be smarter than humans

(Some) Types of Artificial Intelligence

Types of AI

Optimization

Probabilistic /
Statistical Methods

Neural Networks

Benefits

Optimizing utility's resources, such
as available time, trucks,
schedulers and field technicians

Can make sense of utility's
complex data, and perform actions
based on it.

Very powerful in both optimization,
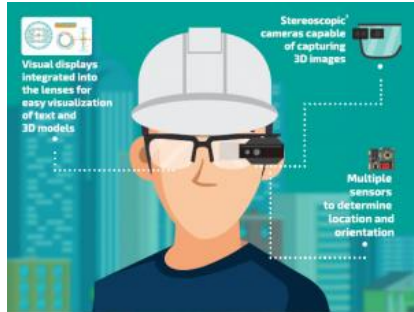analytics and decision making.

Examples of Utility Applications

Field service route optimization

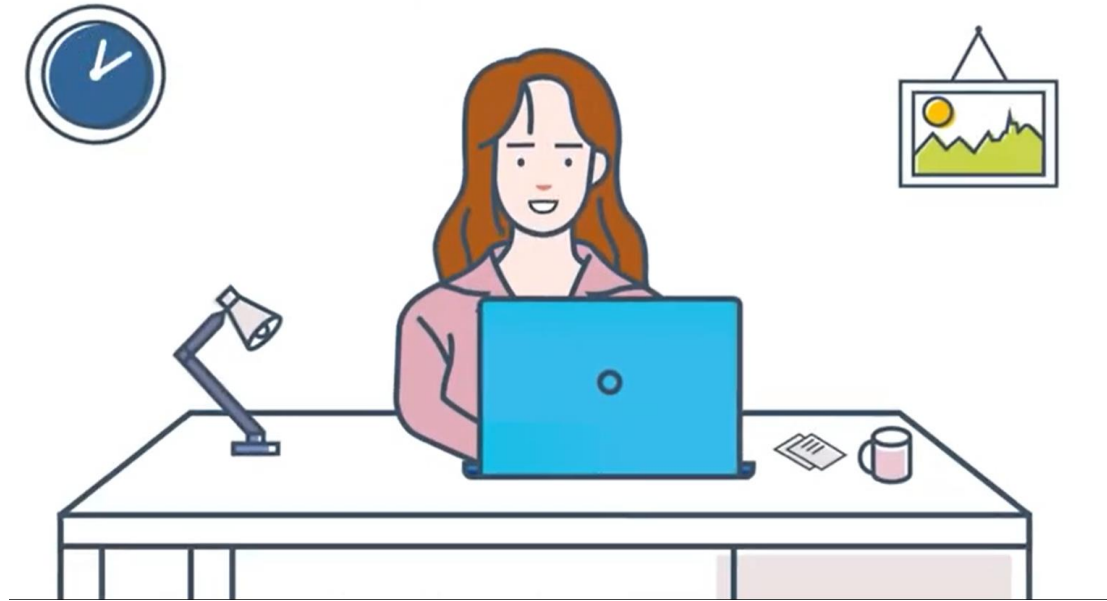Data analytics (diagnostic, predictive, prescriptive)

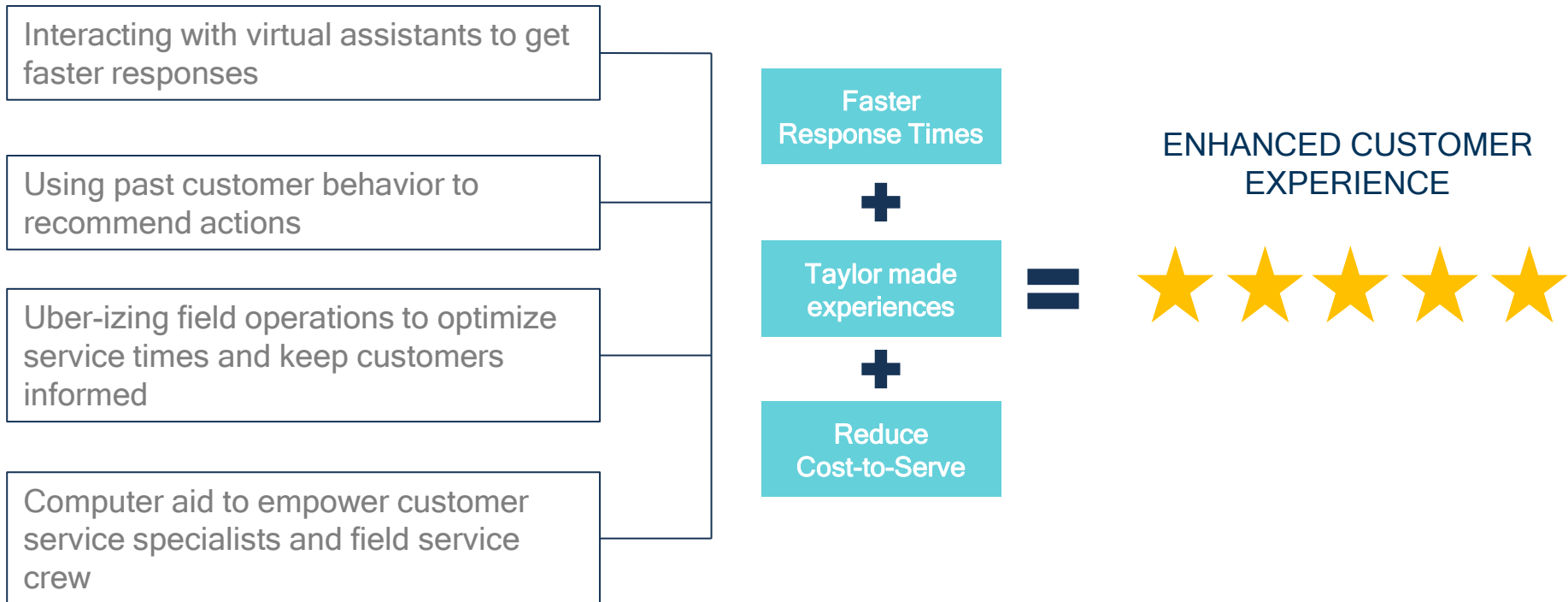Computer vision

Natural Language Processing Chatbots

Demo

Live demonstration of virtual assistants being used in a practical case for utilities

Let's take a look at Betty's story…

What does it mean to have a cognitive CX?

Interacting with virtual assistants to get faster responses

Using past customer behavior to recommend actions

Uber-izing field operations to optimize service times and keep customers informed

Computer aid to empower customer service specialists and field service crew

Faster Response Times

+

Taylor made experiences

+

Reduce Cost-to-Serve

=

ENHANCED CUSTOMER EXPERIENCE

★★★★★

How you can achieve this?

Flexible Technology

Holistic Solution

Continuous Evolution

QA

www.openintl.com

in
Open International

f
Open International
Open International Latam

🐦
@OpenIntlco

YouTube
Open International