



A FORTUNE 500
INTEGRATED ENERGY
COMPANY, ENGAGED
PRIMARILY IN ELECTRIC
POWER PRODUCTION
AND RETAIL DISTRIBUTION
OPERATIONS IN THE DEEP
SOUTH OF THE UNITED STATES.



CASE STUDY

Challenges

- Needed a self-service portal so that the customers over there can easily request a new connection, see their bills, create requests for basic tasks like connection shifting to new house etc. In addition to this, report outage without having users in the portal and view current outage.
- As a customer updates its information or creates a request for different services, appropriate information should flow to the required third party system and vice-versa.
- Implement a case management system to effectively manage customer requests and flow information to the third-party systems.

Our Solution

Solution

- Using the salesforce experience cloud and lightning web components, we designed self-service portal which helps customer to avail service at their fingertips.
- We integrated multiple third-party systems using the Middleware system to keep a sync between the system and flow the required details between the external systems.

• SALESFORCE • STAFFING • CALL CENTER

- Build lighting web components to meet business requirements to fetch live data from different systems and display it to the user.
- Configured the case management in salesforce and wrote custom code to automate many business processes that was not possible by out of the box tools provided by salesforce.

Benefits

- Self-service helps the end customer to have a bird's-eye view of his account, which turns out to be customer delight and the connection request gets increased significantly.
- Reduced customer-care calls and reduced cost on customer-care setup.
- Reportability was improved significantly and helped to take appropriate actions based on the data.
- Data consistency between multiple systems was improved which helped the end customer to get the required data.
- Using the salesforce experience cloud (community cloud) go-to live time was reduced significantly.