



isolutions[®]

CKW

«The chatbot makes the relocation process much more efficient than before. The data filled in by customers on the CKW website is transferred to the CRM relocation message, where it is displayed in a structured and clear manner. The time savings are very great.»

Agnes Grob, Senior Agent Customer Contact Center

CKW is a leading service provider for energy, data and infrastructure with around 1'800 employees. With its experience and know-how, CKW is ready to tackle the challenges of a new energy world. CKW's goal for the future is to continue to create simple and inspiring solutions for its customers and to give them access to modern ways of using energy and digital infrastructure.

CKW.

As part of the isolutions Hackathon 2017, a chatbot was developed in collaboration with CKW, which relieves the customer service center in the processing of relocation notifications and ensures a positive customer experience.

Initial situation

If a customer changes his residence, he must report this to his energy service provider. Previously, CKW customers had the option of doing this by phone, e-mail, relocation form or in the customer online portal.

The notification was then processed further by employees at the CKW customer contact center. This relocation notifications are laborious routine tasks and are therefore predestined to be taken over by a bot.

Solution

At the isolutions Hackathon, a cross-company project team developed a prototype for an intelligent chatbot within just 24 hours, which relieves CKW employees of this work. To realize the bot, Microsoft Cognitive Services, Computer Vision, LUIS (Language Understanding Intelligent Services) and connections to Dynamics CRM as well as geo-services were used to realize the bot. Thus the bot is able, for example, to recognize the user's mood, guide him quickly and efficiently through the process and even make suggestions for leisure activities in the new place of residence.

The chatbot, equipped with artificial intelligence, has a significant positive influence on the customer experience in the relocation process and relieves CKW employees in their daily work. This frees up resources, which can now be used for activities that create real added value for the company and the customer, such as customer advice.

Partner profile

#weshapethefuture

Founded in the civil defense cellar by three visionaries from the Bernese Oberland, isolutions has been accompanying companies into the digital future since 1999 as the largest dedicated Microsoft one-stop-shop in Switzerland. We integrate Microsoft services in a way, that adds value and has a positive change in the corporate culture.

Supported by over 200 passionate minds consisting of business and technical consultants, change makers as well as software developers, architects and cloud natives, we are driven to peak performance by our customers and their challenges. Together with customers from different industries, we build the bridge to the tech giant Microsoft. All with one goal: To create the best employee and customer experience in order to achieve competitive advantages.

Customers love our inspiring corporate culture, which is contagious. It successfully supports and overcomes organizational or technological challenges. Together with them, we shape the future of teams, products, companies and entire industries.

Locations

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