



Utilities

Six steps to counter market volatility

Respond to uncertainty, urgency, and financial challenge. Flex and scale with a global partner. Drive value, revenue, and satisfaction.

Among UK adults, 24% have low financial resilience and 47% have experienced vulnerability, according to the FCA: domestic bills are the biggest factor. And that was a year ago. Now, with regulatory adjustment fast approaching, a combination of complaints, cashflow anxiety, failed payments, and the end of the Energy Price Guarantee create a new level of uncertainty and urgency. Energy suppliers need CX delivery partners that respond quickly to peaks in demand, improve revenue growth, and keep costs on budget.

How has your organisation prepared for this new reality as challenges intensify? Follow these six steps and equip your teams to win.

01 Rapidly establish new teams to support demand

Deploy the fast tactical support, flexible capacity, and collections expertise that your brand and customers require.

- Decrease training times with customized learning programs; deliver authentic support that builds loyalty and trust while unlocking revenue
- Remap automation to drive and enhance complaints handling processes, reducing backlogs and accelerate resolutions

Through Foundever,
contact centre
operations have seen:

23%

Recurring automated
payment collections

24%

Improved FCR

02 Reduce costs to serve, speed up resolutions

Increase speed, efficiency, and satisfaction with the right combination of platforms, tools, and rightshoring locations for your operation. Drive up value and productivity; drive down costs by up to 70%.

- Efficiently route inquiries to the right agents in the right English-speaking teams
- Assign intelligent automations to contextual data fetching, wrap-up tasks, and back-office workloads

03 **Uncover quick wins with actionable insights**

Monitor and analyse 100% of interactions, identifying the most meaningful opportunities to eliminate churn, resolve complaints and generate revenue.

- Discover how agents can most significantly and easily improve customer experience, helping vulnerable customers find positive outcomes
- Enhance and improve website and self-service usefulness with clickstream analytics

04 **Help the customer help themselves**

Design and deliver a self-service at scale that simplifies, enhances, and accelerates the customer journey, improving contact deflection by up to 11%.

- Support omnichannel journeys: promote viable non-contact routes that respond to customer intuition with relevant, findable content
- Guide customers towards success with user-friendly chatbots and voicebots

05 **Protect revenue with data-driven collections**

Blend Foundever's expertise in AI and analytics with award-winning learning and development programs. Reclaim up to 10% of working capital, improve sales conversion by up to 41% and radically reduce customer arrears.

- Create highly-skilled teams through tactically deployed microlearning moments
- Capture all complaints and identify next steps to reduce escalations and increase recovery

Through Foundever, contact centre operations have seen:

36%

Decrease in AHT

30%

Improved NPS

06 **Ensure compliance & quality by design**

Complete your business transformation by combining analytics with Foundever's deep knowledge to produce 100% call monitoring coverage.

- Improve data protection and legal adherence via back-office efficiencies and real-time agent accompaniment
- Drive compliance and performance through interaction analytics

Counter volatility. Position for stability, adaptability and growth.

Respond to business challenges with grounded solutions that win customers and revenue.

Learn more



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