

# VERINT®

## Customer case study



Sector:  
Utilities

Solution:  
Knowledge Management  
- Contact centre

"Since we began working with Verint we've seen a significant improvement in agent productivity and the way in which they communicate. The solution has allowed us to continue to exceed the expectations of our customers which is vital to us as a business."

**Customer Experience Manager**  
**Utility Warehouse**

Authorised Distributor

**UTILITY  
WAREHOUSE**  
*The Discount Club*



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# The challenge



Utility Warehouse is a London-based, multi-utility provider that supplies phone and broadband services, as well as gas and electricity, to residential and business customers. Currently handling nearly 600,000 customer accounts with the help of over 47,000 independent distributors, Utility Warehouse is renowned for the value of its services and works hard to ensure its customer service performs just as well.

The company's primary source of information for both its agents and the wider distribution network was its internally developed knowledge system 'Piggipedia' (aka 'The Pig').

Although the majority of the information requested was available to employees somewhere within 'The Pig', agents struggled to provide accurate responses due to:

## **An outdated system**

Knowledge was buried within the tens of thousands of articles, which made it hard to locate appropriate information and increased the average handle time.

## **A lack of resources**

As the business grew 'The Pig' was increasingly difficult to maintain and was a drain on technical resources.

## **Training time**

At a time of business growth, new starter onboarding time was being slowed by a lack of an appropriate knowledge solution.

## **A distributed network**

As the Utility Warehouse distributor network grew, 'The Pig' had no flexibility to 'slice and dice' knowledge specific to a given channel.

# The solution

**The implementation of Verint's Contact Centre solution has enabled agents to find the knowledge they need from one central source at any time and from anywhere.**

The solution gives staff the ability to instantly update content everywhere, deliver expert answers to complex problems with minimal effort, and have full confidence that the information they're accessing is fully up-to-date. In addition, Verint provided the agents with a guided contextual help capability for handling more complex customer queries via the introduction of Decision Trees.

At the heart of the solution is the centralized knowledgebase that can be easily and continually updated based on user feedback. Contact centre agents can suggest new content and ideas via feedback functionality. Key alerts or news can also be published in real time, delivering knowledge to the end user faster, allowing new starters to onboard efficiently, and minimizing the need for escalations.

The integrated contextual search capability enables agents to search for information using natural, conversational language, giving them confidence that they will find the right answer, first time.



With access to the knowledgebase 24 hours a day, 365 days a year, Utility Warehouse is able to ensure all its customer service teams can provide a consistent response to customer enquiries.

# The results



By working with Verint, Utility Warehouse has been able to improve communication between its 980 agents, expand its knowledge articles in a manageable and discoverable manner, and speed up the onboarding process to ease its continued growth. They have also:

- **Reduced average handling time.**  
The capability for agents to easily find the right answers, the first time, has been revolutionized.
- **Optimized resourcing.**  
Increased staff availability by minimizing agent training effort and accelerating the time to new agent competency.
- **Reduced operational risk.**  
Improved the capture and retention of vital employee knowledge and subject matter expertise when employees leave.
- **Enhanced customer experience.**  
Improved the capture of customer, distributor and agent feedback to continually improve the quality of content.

**"Agent confidence has grown as answers to every question are now at their fingertips."**

**Customer Experience Manager,  
Utility Warehouse**



**The Institute of  
Customer Service**

Utility Warehouse was placed second in the Customer Satisfaction Index of The UK Institute of Customer Service.

# VERINT®

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