

Enedis achieves 75% self-service rate over the phone for “delivery point” searches

Enedis S.A.

 PUTEAUX, FRANCE



INDUSTRY

Utilities

COMPANY SIZE

Enterprise

EMPLOYEES

40,000

SUMMARY

Enedis received 360,000 calls annually from suppliers needing delivery point numbers to connect customers to the power grid. This repetitive task required 20 employees and added little value.

To improve efficiency, Enedis deployed an **AI voice agent** that identifies customer details and provides delivery point numbers instantly, 24/7. This streamlined the process, eliminated wait times, and enhanced the experience for both suppliers and employees.

75%

automation of the call flow

16

employees freed for more productive & rewarding tasks

Challenge

Enedis is a public service company that manages the electricity distribution network in France. Its missions are to develop, operate and modernize the national power grid. The company is distinct from energy suppliers in charge of selling and managing electricity contracts, such as EDF for example: Enedis focuses on connections, troubleshooting, meter reading and technical interventions.

However, because of its role, the company interacts very frequently with energy suppliers. Enedis has therefore set up the "urgent business" telephone line, which receives 2.3 million calls per year from partners. These calls must be answered quickly (<2 minutes waiting time), as most suppliers call Enedis while they are already on the line with one of their customers.

This influx of requests was linked to the way the product was marketed, distributed through the bank branches of a commercial partner. Several thousand customers contacted CNP Assurances by mistake, instead of calling their bank.

Delivery point requests represent 360,000 calls per year, the equivalent of 20 FTEs spread over the various contact centers located at the regional level.

Unfortunately, the handling of these calls added little value for the business while representing, including post-call tasks, 5 minutes of agent work time. Enedis management was therefore looking for new solutions to improve the experience of partners and agents, able to optimize the self-service rate on various channels.

Solutions

Enedis had already a web portal set up, that allowed suppliers to identify delivery points. However, the volume of requests by telephone did not decrease, with the phone channel remaining the favorite for delivery points requests.

Enedis thus contacted Calldesk to try out the implementation of a smart voice assistant in order to automate delivery point requests by phone.



Success factors of the voice agent project at Enedis

The goal of the voice agent project was to increase flexibility within the customer service department, in order to improve customer and employee satisfaction without disrupting existing business processes.

In order to develop this innovative technology, Enedis performed a benchmark of various external service providers with the skills and technology required to build a smart voice assistant that would meet its use case.

One of the main reasons for choosing Calldesk was to partner with a company that had developed its own voice agent technology, and whose core business revolved around artificial intelligence.

From the beginning, the company defined a clear objective for the project: to reduce the volume of calls handled by customer service agents. Accompanied by Calldesk, Enedis teams precisely analyzed partner needs in order to create a voice agent script that was as precise and detailed as possible.

And while business was very involved, the support teams were not left out: the IT department carried out an in-depth analysis of the caldesk architecture to validate the security dimension related to flow exchanges.

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"For any company that wants to launch a voice agent project, it is fundamental to include all stakeholders upstream of the project: end users, suppliers, employees...

It is important to accompany the change with these different actors, and to federate them around a shared objective by communicating as much as possible around the project's purpose."

Silvia Fabarro

Customers, Territories and Europe Department Manager



How does the delivery point voice agent work?

Today, when an Enedis partner makes the choice corresponding to the delivery point search on the urgent business line IVR, he is directly connected to the voice agent, which picks up the call and initiates the conversation.

The voice agent retrieves the necessary data to search for the delivery point, such as the postal address, the customer name, the meter number...

Depending on the customer situation (for example if they are in a rural area), the smart assistant can perform additional iterations to obtain a single reference for the sought point. Then, webservices allow the retrieval of the right delivery point number in the Enedis IS.

Finally, in cases where the supplier does not possess all elements required to carry out the search, the voice agent can transfer the communication to an Enedis agent who takes over the conversation.

Results

As soon as it was deployed, the voice agent was able to handle 75% of incoming requests in self-service, without transferring them to a consultant. The understanding rate of the robot turned out to be excellent, reaching 99% on simple entities (such as a first name, a sentence, or the name of the supplier) and 85–90% on complex entities (such as addresses).



Today, the Enedis voice agent has led to a significant reduction in the volume of calls handled by advisors.

At the national level, 16 FTEs have been freed up from processing delivery point requests and reallocated to higher value-added tasks, improving the quality of life for agents as well as their career opportunities.

Partners have also noticed several positives, including 24/7 availability and no waiting times, which reduces friction. Since the voice agent also handles post-call tasks, AHT has been reduced by 40%.

75%

Requests handled in self-service

99%

Understanding rate on simple entities

40%

Reduction in Average Handle Time



After the success of this first project, Enedis continues to invest in the development of new use cases based on artificial intelligence to improve customer experience and lighten agent workload. Deployment of voice agents on new use cases on the urgent business line is currently underway with Caldesk.

For instance, in just five days, Enedis deployed an overflow voice agent when the first Covid-19 lockdown was declared in France. Faced with the sudden closure of its contact centers, the company implemented a voice assistant that could record customer contact information, the reason of their call, and transfer that information in writing to the correct skill center. This allowed Enedis agents, even confined at home, to keep handling incidents and reports made by their customers.

24/7

Availability with no waiting times

16

FTEs freed up for higher value tasks

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"The various regional entities of Enedis say they are very satisfied with the project, especially considering the fact that advisors can be employed on higher value-added tasks, making the work of the agencies more fluid."

Silvia Fabarro

Customers, Territories and Europe Department Manager



About Us

caldesk is the European pioneer in voice agents, or intelligent voice assistants for customer service.

These virtual agents are available in 30 languages, 24/7 and with no waiting time, to greet callers and handle their request without the need of human intervention, as well as to route them to the appropriate service if needed.

Voice agents make the customer experience over the phone more fluid, while reducing processing costs by up to 80%. Caldesk voice agents currently handle more than 10 million calls per year in the contact centers of La Poste, Enedis, CNP Assurances, Dalkia, FCA Capital, Swiss Life, Suez, PSA Bank, and many more.



Discover your use cases, simulate the ROI of your project or request a custom demo by visiting our website!

Discover Caldesk.ai →



ABOUT CLIENT

Enedis S.A.

- ✓ 37 million customers
- ✓ 40,000 employees
- ✓ 2.3 million calls per year in France
- ✓ 20 FTEs assigned to delivery point searches

