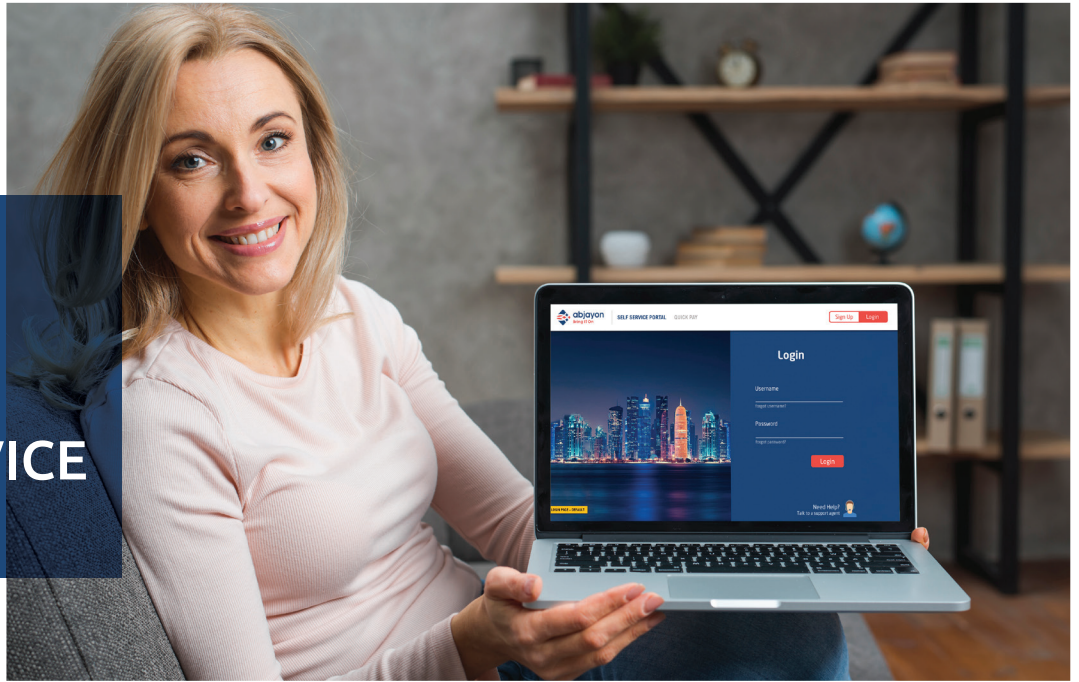


The Next Generation Digital Self Service Platform



ADSS
ABJAYON DIGITAL SELF SERVICE

ABJAYON DIGITAL SELF SERVICE



Abjayon Digital Self Service (ADSS) offers a comprehensive web portal, mobile interface as a Progressive Web App (PWA) to enhance the utility customer experience with online account management, bills & payments, usage tracking and virtual agents for customer service. The utility companies can improve their Meter-to-cash performance improvement with integration with Demand Side Management systems to create individual offers and services.

INTRODUCTION

In the last decade or so, the utility companies are moving towards renewables, distributed generation, and smart grids and adopting smarter measuring systems and greener standards for generation and consumption. As the cost of computer hardware, communication and data storage continue to reduce and there is a progression towards cloud technologies and mobility, there is an excellent opportunity for the utility companies to transform their traditional modes of engagement with its customers and create a personalized relationship with each consumer.

Several challenges that typically need to be solved are:

- Integration of all services on one platform, accessible through multiple channels such as through their phone, laptop, tablet, or smart home speaker
- Transitioning of traditional paper based or tele-agent-based support processes to automated self-service mode help content and virtual agents or bots that can address all the routine queries of the customers, augmented with live messaging with the service staff
- Advanced usage analytics that can enable the consumer to monitor energy consumption and costs.

KEY FEATURES

- Web and mobile account management and security tools
- Self-serve bill payment and payment history details
- Start, Stop, and Transfer service
- Service interruption alerts and information
- Communication for programs and service issues
- Usage insights
- Customizable communication preferences
- Virtual Agents (bots) for common customer service tasks

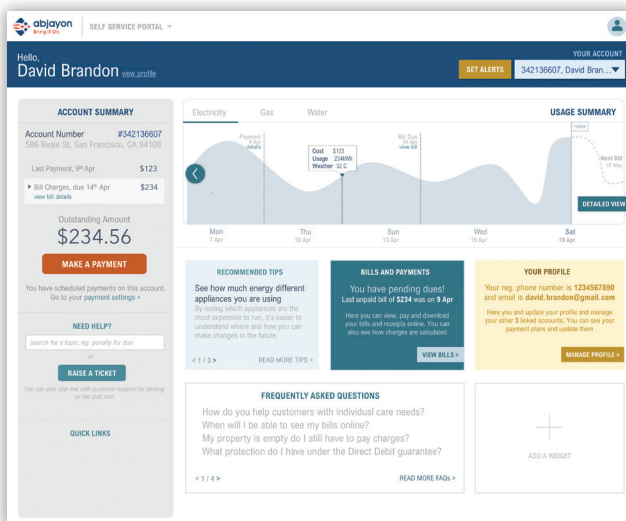


Figure 1 - ADSS Home Page

ABJAYON'S SOLUTION – ABJAYON DIGITAL SELF SERVICE

Abjayon Digital Self Service (ADSS) is an integrated multi-channel digital platform for customer self-service enabling online account management, billing and payments and advanced usage analytics. The utility companies can provide superior customer service and reduce their operating costs with virtual agents (bots), contextual self-help and ticket management system for services or complaints. All the support systems can be integrated with CIS or



Content Management systems. Alerts, Notifications on bills, outages or any meter related issues originating from a metering/billing system or marketing messages can be composed and broadcasted to any customer.

ADSS is an enterprise application built using best-in-class technologies and helps the energy companies to build digital relationship with their customers that provides:

- Self Service Account Management
- Bills and Payments
- Advanced Usage Analytics
- Modern support tools: Chatbot, Content Management.

KEY BENEFITS

- Enhanced customer experience and reduced service costs with Chatbots, Ticket Management, Comprehensive self-help and online Account Management
- Digital connectivity and multi-channel communication for greater customer convenience and engagement
- Improvement in Meter-to-cash performance through integration with Demand Side Management systems
- Scope for creating individual offers and services, and displaying existing tariff & incentives rates, participation options in alternate plans

SELF SERVICE ACCOUNT MANAGEMENT

The module allows the utility customer to manage their profile, communication preferences, and contact information in the web portal and the mobile app. The customers can see all their accounts in a single sign-on view and set preferences for each account. Registration can be done using email, phone number that is validated with one-time password. Customers can update their demographic details from the Manage Profile section. The changes in for their email,



mobile and mailing address is updated to the customer billing system as well.

BILLS AND PAYMENT

Customers can view Billing and Payment History, which provides a record of posted bills and payments done by them. The history is available for each of their accounts by selecting the account from the account drop down list.

Individual bill invoices and receipts for payment can be seen and downloaded. Customers can select to download all financial history by clicking on Statement of Account.

Customers can review details about the utility's payments for current unpaid balance, and an option to choose a list of accounts to make the payments.

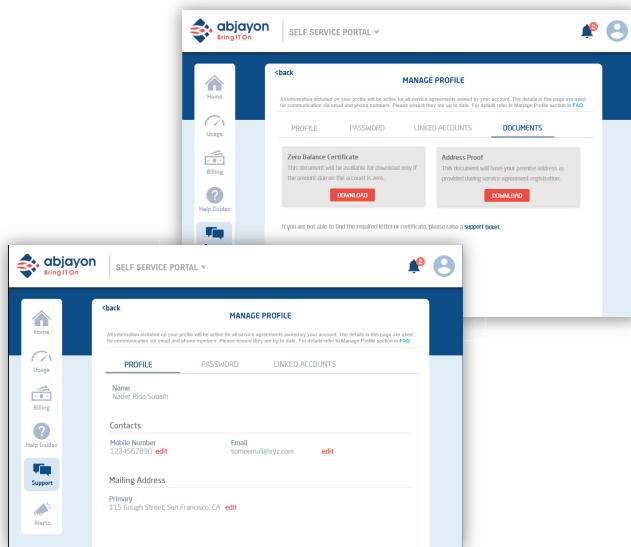
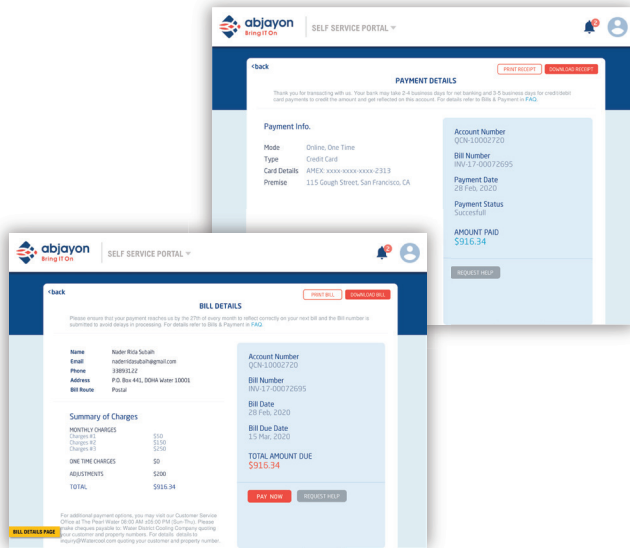
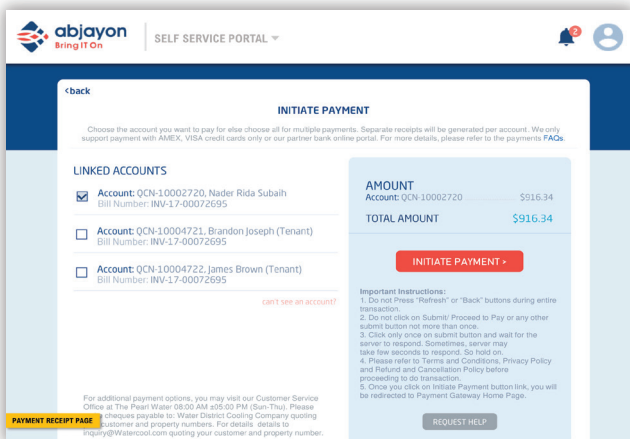


Figure 2- Profile Management



Configurable instructions are provided to help them determine payments options and things to do/not to do.

Initiating payments will take user to the integrated 3rd party payments processor and upon successful payment, customer will be redirected back to the portal with a success confirmation or retry in case of failure.



ADVANCED SUPPORT TOOLS

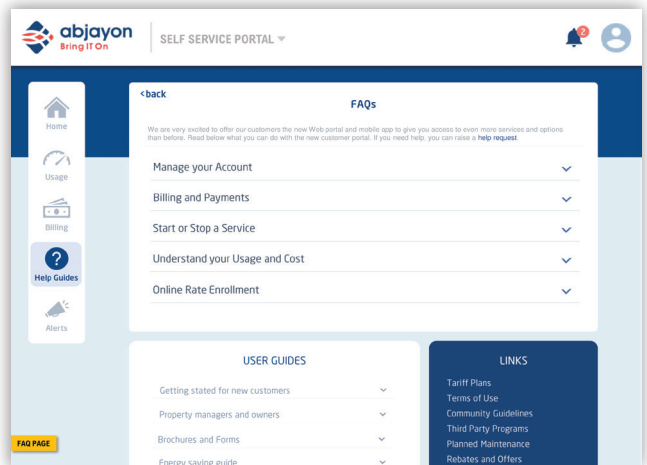
Service Request Tool

FAQ - A set of Frequently asked questions, which customer can refer to, and filter by keywords.

Guides - The utility company can add different type of guide and content in this section, like downloadable PDFs, forms, videos etc.

Tips - Customer can browse through the available tips to learn how they can save on their bills.

Links - The utility company can add links to any custom page in the application or external links

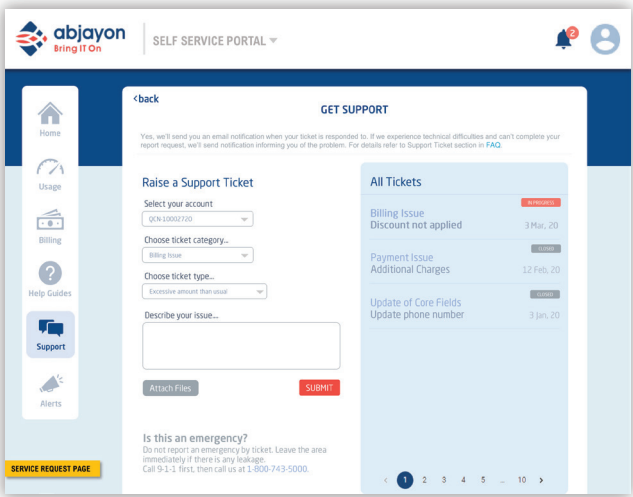


Ticketing

Customers can ask for support as support tickets to receive information, guidance or resolutions on their specific needs and problems including move

in, move out, and service transfers. Categories are available to guide customers to provide the required information for their requests.

Attachments can be included to provide additional information, such as a picture of a broken meter or an image of an issue they are having with their online utility account.

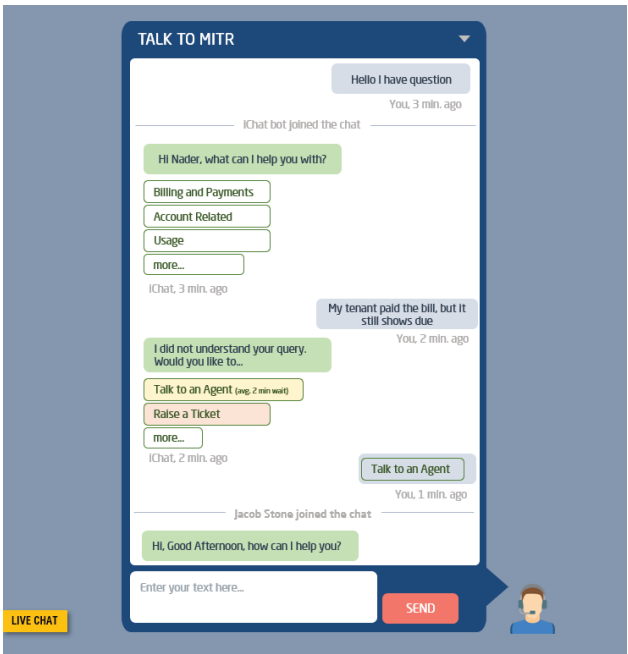


Chatbot

The Chatbot will engage with the user for automated response to routine support related matters such as “How can I transfer my connection?” The current scope includes only the 'static information' configured for FAQs, tips etc. and redirecting to the necessary pages.

Customers can continue their Chatbot conversation with a real person or choose to talk to a real person directly. A messenger service for the Customer

Service Representatives (CSRs) to resolve customer queries is available. The agent who accepts the Chat would have the necessary information about the customer on the from the Billing system screen. All conversations stored for future references



USAGE ANALYTICS

ADSS allows consumers to inquire usage information up to hour level and rolling up to Day, Week, Month, Quarter and Year using a variety of tabular and graphical reports

Users can view reports such as:

- Electricity Usage Comparison- Week/Month/Quarter

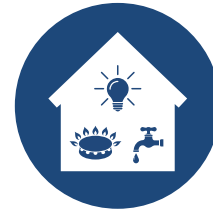
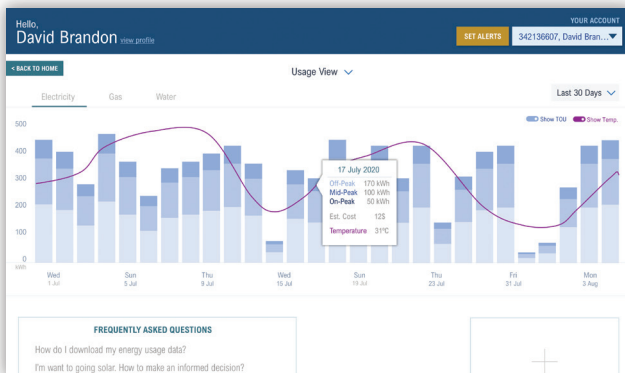
- Electricity Usage Trend
- Estimated Bill (kWh, Currency)
- Neighbor comparison
- CO2e Emission Trend
- Download Usage Data

FULLY INTEGRATED WITH ORACLE C2M

ADSS Adapter with C2M can provide immediate benefit for a company using Oracle Utility Solution. The adapter is designed to collect information about account balances, bill details and case details.

INTEGRATE WITH NON-ORACLE SYSTEMS

ADSS integration framework allows integration with third party billing, meter data management and payment gateways.



Good for
Utilities Companies



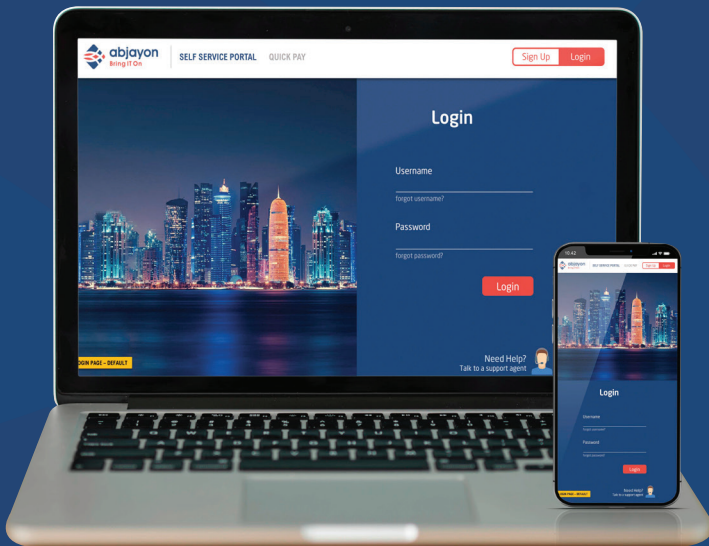
Good for
Customers



Good for the
Environment

ADSS

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