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Energy LaunchPad

Apps to help utility companies improve CX for customers, vulnerable customers and developers

The energy market is changing. There's never been a greater focus on innovation and delivering the best customer experience (CX) for customers and developers. Energy LaunchPad is a set of apps designed to help organisations quickly innovate and improve experiences.

Improve processes directly impacting CX

Often, it's the gaps between existing processes that cause a disconnect between wanting to deliver great CX and actually being able to. Energy LaunchPad includes apps designed to knit these processes together. It gets you started with a set of tools that can deliver immediate value to the business and provide a platform for future development where processes can be digitised and improved for staff, customers and developers.

Apps may be shared with industry peers. And because every utility company runs their processes in a slightly different way, they can be customised to meet 100% of your needs.

It goes without saying that regulator measures of performance will have implications for your organisation. The ability to meet performance commitments will have a direct impact on financial incentives available from the regulator. Energy LaunchPad helps to reduce the cost of service whilst delivering the best customer experience possible.

Energy LaunchPad apps

These starter apps provide a range of tools built on the Liberty Create low-code platform. They equip your business to deliver a great CX. The apps include:

- **Connection Application** – to help developers apply for connections and for utility companies (suppliers) to process those requests. It streamlines submission of a large application, which is traditionally long and complex, ensuring that it's clear and straightforward for developers to complete. The app provides a self-service portal for developers to see their application status, saving follow-up phone calls and delivering a far better experience.

- **Virtual Visits** – brings together everything you need to minimise or eliminate site visits to inspect equipment. It includes scheduling, diagnostics (including using video for inspections) as well as parts and fix information. The app lets you maximise the productivity of your field-based teams and slash the cost of site visits.

- **Payment Support Portal** – a self-service portal enabling consumers to avoid defaulting on payments, by agreeing a new interim schedule, within pre-defined acceptance criteria and based on their individual circumstances.

There's more

In addition to the applications, Energy LaunchPad also includes training on the Liberty Create platform and mentoring to help your team to maximise the potential of these apps for the business.

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Immediate value from a range of useful apps

Energy LaunchPad also adds a range of useful components that can offer immediate value. These include:

- **Video Calling** – connect to staff or customers through video chat to diagnose or resolve issues quickly and safely

- **Emergency Alerts** – push out alerts via text messages, emails and other channels to some or all of your staff in the event of an emergency

- **Pre-Supply Questionnaire** – easily request and collate the information needed to ensure supply applications have all the information necessary to be successful

- **Visit Booking** – schedule and book visits for staff and perform remote visits where possible

- **Who's On?** – understand which of your staff is available for work and who may be unavailable through sickness or holiday

Energy LaunchPad is an extensible platform designed for you to build out to meet current and future requirements. Apps can be built by your own business people working alongside IT or by a range of partners ready to help improve customer experience for your business.

Integrate with your existing systems

Energy LaunchPad includes an integration adapter that connects to, and takes advantage of, your existing systems to benefit from the technology investments that you've already made.

Built on Liberty Create

Energy LaunchPad is powered by Liberty Create, Netcall's powerful low-code application development platform that's designed for both business users and developers, allowing them to collaborate to build better customer experiences.

Create is a complete toolkit that covers the entire app lifecycle:

- ✔ Design the process
- ✔ Create the app
- ✔ Link to your other systems
- ✔ Test it out
- ✔ Sign it off and deploy it
- ✔ Track performance

Part of the Liberty Platform

Within the Liberty Platform, Liberty Create works alongside Liberty RPA, our AI-powered robotic process automation, Liberty Converse, our complete contact centre, and Liberty Connect, our AI-assisted conversational messaging solution.

When you combine automation technologies, you achieve great synergy. For example, use Liberty Create to redefine and improve processes and have Liberty RPA robots fulfil those steps at lightning pace. This is intelligent automation.

Together, these solutions deliver class-leading CX for utilities and a wide range of other industries, including financial services, healthcare and local government.

Talk to us.

**Contact us today for a demo visit
netcall.com/demo**

**Or call us on 0330 333 6100 and say
"Energy LaunchPad"**

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