

Impresa CX for Utilities

Impresa CX with its powerful SaaS-based platform is transforming the customer experience in Utility Space. With the AI enabled Agent Portal, an intuitive Web Portal and Native Mobile App, it delivers seamless account management, billing, usage insights, and AI-powered virtual assistance. By integrating with Demand Side Management systems, utilities can deliver personalized services and enhance Meter-to-Cash performance.

Account Management

Account Management lets customers manage their profile on their own, their communication preferences and contact details. New users sign up using their email and mobile number, secured by a One Time Password (OTP). Email verification is required for sign-in. Users without an existing utility account can still register, but with limited access to Self-Help, Announcements, and the option to request a new connection with the ability to Deposit any advance towards it.

Impresa CX allows a single user to manage multiple accounts through the Linked Accounts feature. Customers can also enroll in Demand Response Programs during registration. Utility can initiate the registration process, which customers complete upon login.

Self-help tutorials and a chatbot assistant are available to guide users through account-related tasks, reducing operational costs.

Bill and Payments

For each of their Accounts the Customers can view and download their Bills and Payments.

Auto Pay: Customers can set up automatic recurring payments directly from their bank accounts, offering a convenient, non-intrusive option that benefits both the utility and customer.

Deposits: Utilities may request Cash or Non-Cash Deposits when starting a service for the customer. This is part of the Start Service or customer onboarding process or may occur during a Deposit Review.

Native Mobile App

Impresa CX Native Mobile App marks a major step forward in delivering a lean, efficient, and intuitive customer experience on the go. Purpose-built as a native application for both Android and iOS, the app is designed to offer fast performance, high reliability, and seamless usability while minimizing device and network overhead.

Benefits

- **Enhanced Customer Experience**
AI-driven insights enable personalized, proactive customer interactions.
- **Meter-to-Cash Performance Improvement**
Faster billing cycles, accurate data, and reduced revenue leakage.
- **Reduced Service Cost**
Automation and AI analytics lower operational and support costs.
- **AI-Powered Agent Portal**
Intelligent insights help agents resolve issues faster and more effectively.

Operator UI | Call Duration: 03:24 | Agent: Sarah M. | impresa.ai

Customer Information

John A. Reynolds
Residential
(415) 555-0132
john.reynolds@example.com
1234 Main St

Hold | Transfer | End Call

Mirror Customer Portal

Bill Summary

Last Bill: \$2,060.41
Due Date: June 20, 2025
Due Amount: \$2,060.41
Status: Pending
Billing Cycle: Monthly

View Full Bill | Show More

Bill Breakdown

Customer Charge	\$137.99
Demand Change (41.28kw@13.11)	\$541.18
Energy Charges (17,384.64kWh@ 0.14)	\$2,440.63
Generation Credit	-\$1,657.44
Power Charge (Adjustment)	\$488.51
Franchise Fee Surcharge	\$12.00
City of Monterey Utility Tax (5%)	\$97.54
Total Bill	\$2,060.41

Data Usage

Day	Usage (hrs)
Tue	4.5
Wed	4.0
Thu	4.5
Fri	4.5
Sat	6.5
Sun	6.5

Tickets & Complaints

Search Ticket

Active Ticket: #ELEC28931
Type: Meter Tampering Alert
Status: In Progress

Create Ticket | View History

Outage Status

Current Status: Planned Outage
Impact Area: 1234 Main St
Type: Transformer Maintenance
Start: June 13, 10:00 AM
ETA: June 13, 4:00 PM

Outage Details | Create Ticket

Customer Call Handling Tools

High-Bill Inquiry | Service Disruption Inquiry | Affordability Options

Agent Prompt: "Would you like a meter check or Bill explain?"
Create Ticket | Bill Explainer

Close Call: Share Complaint ID + Next Steps via SMS/Email
Add Remark

Map Location

Customer Location: 1234 Main St

Map View

Legend: Active | Outage | Crew
Open Interactive Map | Track Crew

Impresa CX

Home - Residential
123 Green Street, McAllen, TX

Account: 9876-5432
123 Main Street

Current Bill: **\$87.45**
Due on Oct 18, 2023
Payment Due
Pay Now

Scheduled Maintenance (1h ago)
Water service in your area will be temporarily interrupted on Oct 15 from 10 AM to 2 PM for scheduled maintenance.
View Details

Key Action
New Connection
Apply for a new electricity connection.

Report any of

Usage

Customers can gain insights into their electricity, water or gas usage and costs through interactive charts. Utility customers can:

- View detailed usage information down to the hour and aggregated by day, week, month, quarter, or year with tabular and graphical reports, such as usage comparison (week / month / quarter), usage trends and power factor KPIs.
- See projected usage and bills for the next period.
- Download usage data in Excel, CSV, PDF format or XML format using Green Button Initiative.
- Set personal consumption thresholds for daily or monthly usage based on their meter type.
- Compare their own consumption with those of their neighbors.
- Receive estimated bills, alerts and recommendations for reducing overall energy costs.

The usage report provides insights into consumption trends, including the impact of weather thus helping customers optimize their usage and reduce their costs. AI-driven estimation of bills further assists in managing consumption effectively.

For Commercial customers Graphically presented Power Factor, Max versus Sanctioned Load data adds value and helps make customers informed decisions and avoid penalties.

Services

The Service module allows customers to request for all services linked to their accounts. Customers can initiate requests for Move-in, Move-out, Service Transfers etc. They can also submit complaints, report outages and even provide meter readings online. Notifications keep users updated on the status of their requests.

- **Service Request:** Customers can request Turn-on, Transfer, or Turn-off services, Refunds, or transfer utilities between locations. Account verification documents can be submitted during the process.

- **Complaint:** Customers can report issues like faulty meters or incorrect billing and track the status of their complaints.
- **Outage Reporting:** Customers can report outages for their service point, premises, or their neighborhood.
- **Meter Reads:** Customers can submit meter readings online, validated by optical character recognition, eliminating the need for a technician.
- **Self-Service Tools:** Impresa CX offers rich content, including FAQs, Guides, and Tips, which can be composed and published by utility. Links to custom pages or external resources can also be added.

Agent Portal

Agent portal is AI enabled dedicated digital interface that enables customer service agents to efficiently handle customer complaints related to high bills, service outages, and affordability concerns. Two of its powerful AI features are:

AI-Based Advanced Analytics

Bill Forecast

A widget that informs customers of their next bill amount based on their past bills in the same season and last 3 months data.

Data Disaggregation

The consumption data can be further broken down by appliances and customers can be informed what component consumes more energy than others. Based on this knowledge customers can be sent recommendations towards savings and enrolling for any savings programs.

Extensibility

It provides a scalable and flexible framework that allows configuration rules, parameters, and policies to evolve with changing business, regulatory, or operational requirements. With API driven extensibility and scalability, the latest release of Impresa CX offers a secure, modular architecture.

Key Features

- Omni-channel Web & Native Mobile Apps (iOS & Android)
- Self-service account, billing, and payments management
- Advanced usage analytics with AI-driven insights
- Digital service requests, complaints & outage reporting
- AI-powered Agent Portal for faster issue resolution
- Secure, scalable SaaS platform with API-driven extensibility

Learn More

To schedule a live demo or find out more information, visit www.Impresa.ai or call **+1-919-594-9222**