

CUSTOMER EXPERIENCE IN THE ENERGY SECTOR

by  JENNY



81% OF CONSUMERS

are willing to spend more on a business that guarantees better customer experience.



49% OF BUYERS

have made impulse purchases after receiving a more personalized service.



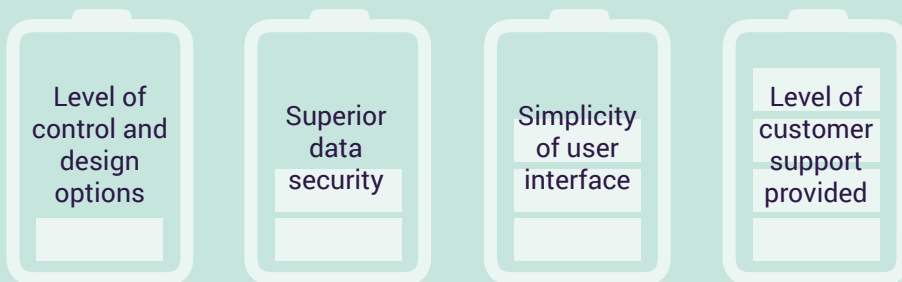
IN 5 YEARS

45.9% of businesses plan to significantly improve their customer experience.

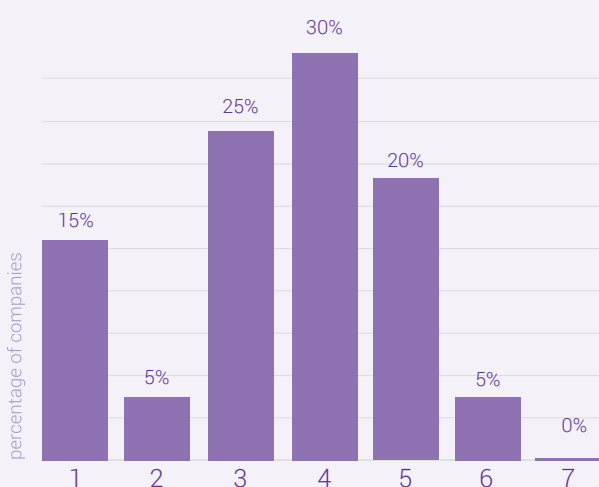
BETTER CX = HIGHER REVENUE



WHEN CHOOSING NEW TOOLS, WHAT ARE THE FACTORS ENERGY COMPANIES TAKE CLOSER ATTENTION TO?



NUMBER OF COMMUNICATION CHANNELS USED BY ENERGY/UTILITIES COMPANIES



MOST

Energy sector companies have 3-4 online support tools available on their website.

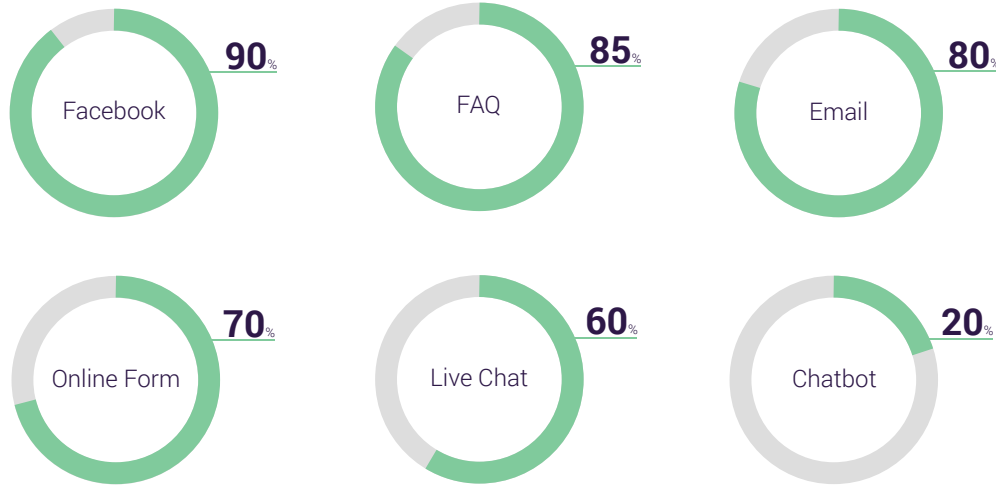
HOWEVER,

a significant percentage of Energy companies (15%) use only one tool for customer service communication.

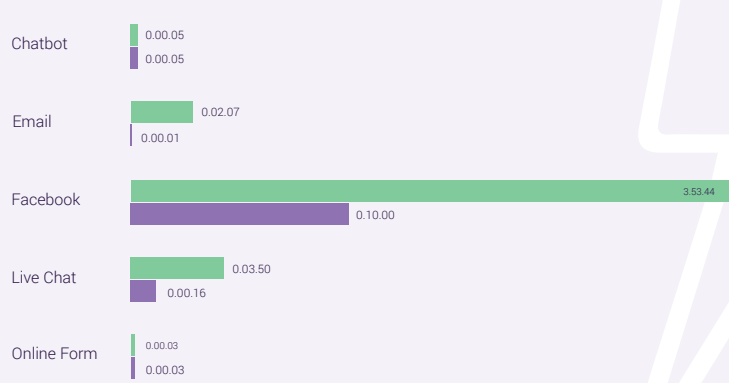
DIGITAL CUSTOMER SERVICE CHANNELS USAGE

85%

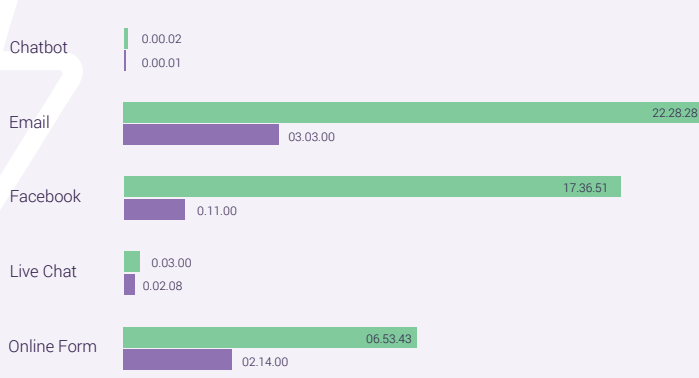
of Energy/Utility brands are using FAQs and Knowledge Bases.



FIRST RESPONSE TIMES

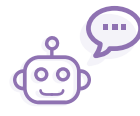
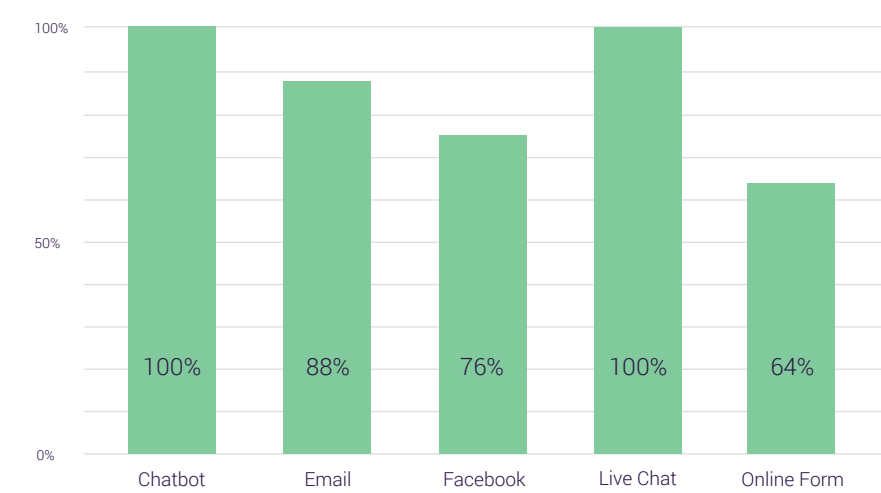


RESOLUTION TIMES



Legend: Average time HH:MM:SS (Green), Median time HH:MM:SS (Purple)

RESPONSE RATE BY CHANNEL



The only channels with a 100% response rate is Live Chat and Chatbot.

WHAT ABOUT CHATBOTS?

1

Chatbots answers **100%** of customer requests in seconds.

2

Chatbots resolve customer issues in less than a **MINUTE**.

3

IN 86% of cases, a chatbot resolves the query completely.

4

ONLY 20% of Energy/Utilities brands utilize this technology now.

Electrify your customer service with JennyBot. Empower customers with self-service solutions, while your support team handles more complex cases.



JENNY

Energy/Utility companies are saving 60-90% of their customer support after introducing JennyBot. Start a free trial today and see the value!