

Reliable and innovative Genesys Cloud contact center for ORES's Connexio



Client profile

ORES manages electricity and gas distribution networks in over 75% of the Communes in Wallonia, Belgium. ORES created a subsidiary, Connexio, to enhance customer relationship management. As ORES' front office contact center, Connexio supports energy customers from its Gosselies and Eupen sites with a platform with over 160 front-line staff and more than 400 back-office users. Connexio's proximity, expertise and commitment make them a trusted ORES partner.

NTT DATA migrated ORES to an open and reliable, Genesys Cloud-based contact center that helps agents respond to emergency and administrative request from citizens while meeting strict regulations. With this smooth transition, Connexio, a subsidiary of ORES, and NTT DATA created a solution that improved employee and customer experience.

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When it came to our RFP, NTT DATA was the standout. They developed detailed use cases and demonstrated prototypes that clearly demonstrated their capabilities. It was clear they were the right choice, and they've delivered on their promise from prototype to final product.”

David Mailleux, CEO, Connexio & Head of Customer Relations, ORES

4 applications merged
into 1 environment

2,000
calls/month
deflected

3.4 seconds to
answer emergency
gas leak calls

Business need

A highly open and reliable contact center at a very reasonable price

Connexio envisions a contact center for Walloon public enterprises that welcomes every citizen — using their preferred communication channel — with ease and efficiency. The citizen experience is Connexio's main focus, and employees are available to reassure, advise and support citizens in all endeavors.

Connexio believes in the power of people. That's why they decided to invest in a solution that would support them, help them to fulfill their mission and push boundaries by leveraging the full potential of innovation.

Services like emergency calls are business-critical, so failure is not an option. For ORES, a reliable and efficient contact center was a must.

When the power goes out, whether at home or in a manufacturing plant, everyone notices — and the contact center quickly becomes very busy. Connexio employees must act immediately, providing real-time feedback on outages and responding swiftly to more critical situations, like a gas leak.

The contact center must meet strict regulations — for example, emergency calls must be answered in five seconds. If the primary system fails, an automatic general recovery plan (GRP) must immediately be activated to keep the contact center running.

The existing solution had reached its limits. It couldn't keep up with new developments or take advantage of the latest innovations. The solution? Moving to the cloud. A cloud-based solution provides easier access to a wide range of innovations, from easy integration with digital channels such as Facebook to advanced conversation insights and knowledge management.

Given the complexity of their operations — which involve managing residential and business customers across high- and low-voltage networks — employees need specialized knowledge to correctly apply the right procedures and provide accurate support.

To help agents handle calls more efficiently, ORES also wanted to automate more of their processes and integrate AI capabilities into their contact center.

Last but not least, as a public entity, ORES also needed to reach these goals in a cost-effective way, while still complying with all relevant privacy and security regulations.

Solution

Creating a system that employees love to use

From the start, ORES wanted to move to an integrated, cloud contact center platform. They needed an expert opinion on which one would best suit their requirements and budget.

After carefully working through all their requirements, NTT DATA recommended a Genesys Cloud CX solution. We designed a comprehensive cloud contact-center solution that accommodates voice and digital channels, including email, chat and social media; and built use cases to demonstrate how the solution would work.

The solution had to handle omnichannel interactions cost-effectively but that was not the only challenge. One of the most critical tests was to demonstrate that the system could handle emergency gas leak calls. This scenario is governed by strict regulations; **emergency calls must be answered within five seconds.**

When an emergency call comes in, all agents are instantly notified, even if they are on other calls. A screen notification pops up over their other work and audible alarms sound.

With a single click, any agent can pick up the emergency call and is guided step-by-step for a swift response. All other interactions are automatically put on hold, with a polite message explaining that the agent is handling an emergency. This allows the agent to focus on the urgent matter before returning to their normal duties.

For the migration from the legacy on-premises solution to the new cloud solution to be a success, the new contact center had to meet business needs and be easy for employees to use.

The user adoption program was the key to a successful migration. Connexio and NTT DATA worked together to develop a user onboarding and adoption plan to smooth the transition.

We recognized that change can be challenging, especially for employees who had used the previous system for more than 20 years. To reduce friction, we put a strong change management plan in place. This included a clear communication plan with regular updates, informative messages and engaging videos that highlighted the features and benefits of the new platform. The preparation paid off, as agents were enthusiastic about the new technology from the start.

Outcomes

Fully present and future-ready

The flexibility of the cloud enables ORES to adapt quickly to various situations, since the system is built to handle a wide range of scenarios effectively. We kept what worked well and modernized the rest. Customer satisfaction remained high before and after migration.

The real transformation has been the employee experience. The new system improved agent retention by simplifying processes and procedures, making it easier to use. The managed solution allows for continuous process improvement and productivity enhancements.

A system that works from day 1

On the first day after the migration, we received only a few support requests, primarily from users who were unfamiliar with the new interface. Overall, the transition was a resounding success, with most users adapting quickly.

Laying the foundation for AI automation

The cloud contact center can support additional digital communication channels and AI automation. These capabilities are already being explored. ORES is also beginning to explore AI-powered conversation insights to better understand and meet customer needs.

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For us, a reliable contact center is crucial. We can't afford any downtime, especially during emergencies like gas leaks. We needed a solution that could handle strict regulations, support our agents with better tools and be cost-effective.”

David Mailleux, CEO, Connexio & Head of Customer Relations, ORES

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