



MAJOR UTILITY COMPANY

Leverages Agents Across  
Channels Creating a  
**5% Labor Savings.**

**What if you could automatically give agents a break from the phone while increasing productivity?**

- How well can you balance resources across channels today?
- Are agents sitting idle when emails are piling up?
- Can your back office use some help?

**This utility company achieved a triple play. A single use case enabled them to increase agent engagement & customer satisfaction in addition to achieving an annual savings of \$2M.**

**Today, with Intradiem, real-time automation automatically finds time to leverage resources across channels.**

**This Includes:**

- Integration to WFM and ACD for real-time access to millions of data points
- 24/7 global, real-time monitoring that won't miss or ignore an opportunity to balance channel support
- When conditions change, automatically return agents to their primary channel