

SpryAssist

Your AI-powered customer support assistant

SpryAssist is a conversational AI-powered assistant that handles routine inquiries and ensures 24/7 customer support.

Today's utility customers demand 24/7 access to their accounts and answers to their questions. But operating and staffing a 24/7 call center is not feasible for most utilities due to budget and staffing constraints. This is where AI and modern technology enable utilities to balance customer demands with operational realities.

Introducing SpryAssist: your AI-powered customer support assistant

SpryAssist empowers your utility to deliver 24/7 support, reduce routine call volume, and free up Customer Service Representatives with an AI-powered assistant that automates customer interactions across phone, SMS, email, and chat. Integrated with SpryCIS and SpryEngage, SpryAssist leverages the same real-time data and existing workflows to deliver a seamless customer experience while increasing productivity and operational efficiency for your utility.



Essential capabilities architected and designed into your SpryAssist solution:



24/7 answers to questions

Meet customer demands with AI-powered support across phone, SMS, email, and chat to handle routine inquiries



Safe, secure, and transparent

Detailed reporting and analysis, live conversation monitoring, and safeguards to ensure compliance, performance, human oversight, and intervention



Designed to support diverse requirements

Configurable visual workflow editor to define and manage conversation paths, and multilingual support for diverse communities



Integrated with SpryCIS and SpryEngage

Seamlessly integrated to leverage the same real-time account, usage, and billing data to provide accurate answers dynamically

Realize the possibilities with SpryAssist

SpryAssist increases your utility's productivity while delivering the experience and efficient issue resolution your customers demand. Automating routine calls such as making payments, payment arrangements, start and stop service, and streamlining workflows frees your staff to focus on higher-value work and complex customer issues. The result is faster service, 24/7 support, and greater customer satisfaction.