

## Improve customer conversations by increasing awareness

### Better trained agents leads to more satisfied, educated customers

In order for utility companies to thrive today, they need to ensure their frontline agents are savvy, customer focused, proactive and comfortable in the new role of “energy advisor”.

Ulysses Learning’s contact center specific training for frontline agents, coaches and leadership teams continues to help utility companies increase customer satisfaction while informing customer s about smart grid technology, self service options, and reducing energy consumption, benefiting both them and the environment.

With Ulysses Learning’s contact center training, utilities will give their agents strategies to become more proactive, effective and efficient. With our proven training, other energy companies have been able to:

- Reduce escalated calls by 27%
- Increase customer satisfaction by 15%
- Decrease call backs by 25%
- Improve average handle time up to 10 seconds or more
- Improve average quality monitoring scores up to 30%

In addition to training for frontline agents, Ulysses also focuses on developing the frontline leadership and executive teams to ensure long term sustainable results. Coaching is crucial to help agents refine their skills and reinforce key behaviors while leadership development enables upper management to become better leaders, equipped to handle the changes taking place in the energy marketplace.

**A 2010 study by J.D. Power and Associates found residents are quickly growing in their awareness around Smart Grid technologies, energy efficiencies and what their utility company is doing to help them. The utility industry is quickly becoming a competitive marketplace with a higher demand from its consumer base.**

### Specialized solutions for the energy industry

Ulysses Learning’s proven solutions have been validated through extensive research, client results and ongoing analysis and refinement to ensure they work. They contain a mix of training methodologies, including simulation-based e-Learning to develop complex customer service, sales, coaching and leadership skills.

#### Our solutions include:

- **ServiceMentor** Elevate the conversation skills of your agents resulting in improved efficiency and effectiveness and customer satisfaction.
- **SalesMentor** Increase solution offerings resulting in improved energy savings and smart meter use.
- **ServiceMentor Service to Sales** Show your agents how to be an effective energy advisor through enhanced customer service and sales skills
- **CoachingMentor** Sustain results through just in time, Focused Feedback coaching
- **Performance Leadership Series** Gain the skills needed to be a successful leader in the contact center by leading the way with change management techniques, strategic thinking, clear communication, team uilding and planning effective meetings.

For more than 14 years, Ulysses Learning has helped organizations of all sizes improve their customer service, sales and coaching performance. Using online, role playing simulations, Ulysses helps build decision making and advanced interaction skills in contact centers and at all points of customer interaction through the organization. We spent four years in research and development to create the validated content and proven methods to help companies effectively train their front line, engage their leaders and ultimately boost their customer base.

Our simulations deal directly with the different type of emotions and challenges that energy advisors face today.

**For more information how Ulysses Learning can help your utility’s contact center and leadership thrive, call 800 662 4066, e-mail [info@ulysseslearning.com](mailto:info@ulysseslearning.com) or visit [www.ulysseslearning.com](http://www.ulysseslearning.com)**