

Customer Service Leaders in Utilities

You lead a team dedicated to delivering reliable, responsive service — even when contact volumes spike. With lean teams and rising customer expectations, you need solutions that work with your people, not in place of them.

How It Works for Your Utility

- E24/7 AI-Powered Support
- Quick integration with your CIS
- Action-Ready
- Cloud-Hosted, Scalable

Comprehensive Visualisations

Hansen Trade Day-Ahead Trading includes comprehensive visualisation features for orders. For example, the user can see asset identifiers and descriptive text for each column in the matrix. Similarly, asset identifiers can be seen in block and exclusive group orders.

Capability	Why It Matters
Multi-Channel	Consistent answers on preferred channel.
Quick CIS Integration	Access to accurate, real-time customer data.
Action-Enabled	Complete transactions to resolve issues faster.
Secure Cloud Hosting	Dependable, secure, always available service.
Multilingual Support	Effective service for all communities.

Benefits Across the Utility

- Finance: Predictable service without unpredictable costs.
- Billing Operations: Billing accuracy and payment processing 24/7.
- Operations: Steady customer communications even during unplanned events.

Why Customer Service Leaders Choose Hansen AI

Hansen AI Virtual Agent is your team's always-on partner — enhancing capacity, reducing pressure, and helping you deliver exceptional customer service every day of the year.

