

## AI for better customer relationships

For better customer experience, Enedis Ile-deFrance Est is looking for a good understanding of the customer relationships during calls in their callcenters.

AI-powered solutions enable organizations to generate highly personalized messages and we would like to implement a solution :

- with virtual customer assistant powered by AI based on classical calls received and different voice use cases,
- which provides an omnipresent AI engine making suggestions across different use cases,
- which helps our teams to focus on the most promising leads to trigger email according to customer needs after background data analysis.