

COVID-19

Sentiment Beat for Utilities using SAP Experience Management

Current Scenario

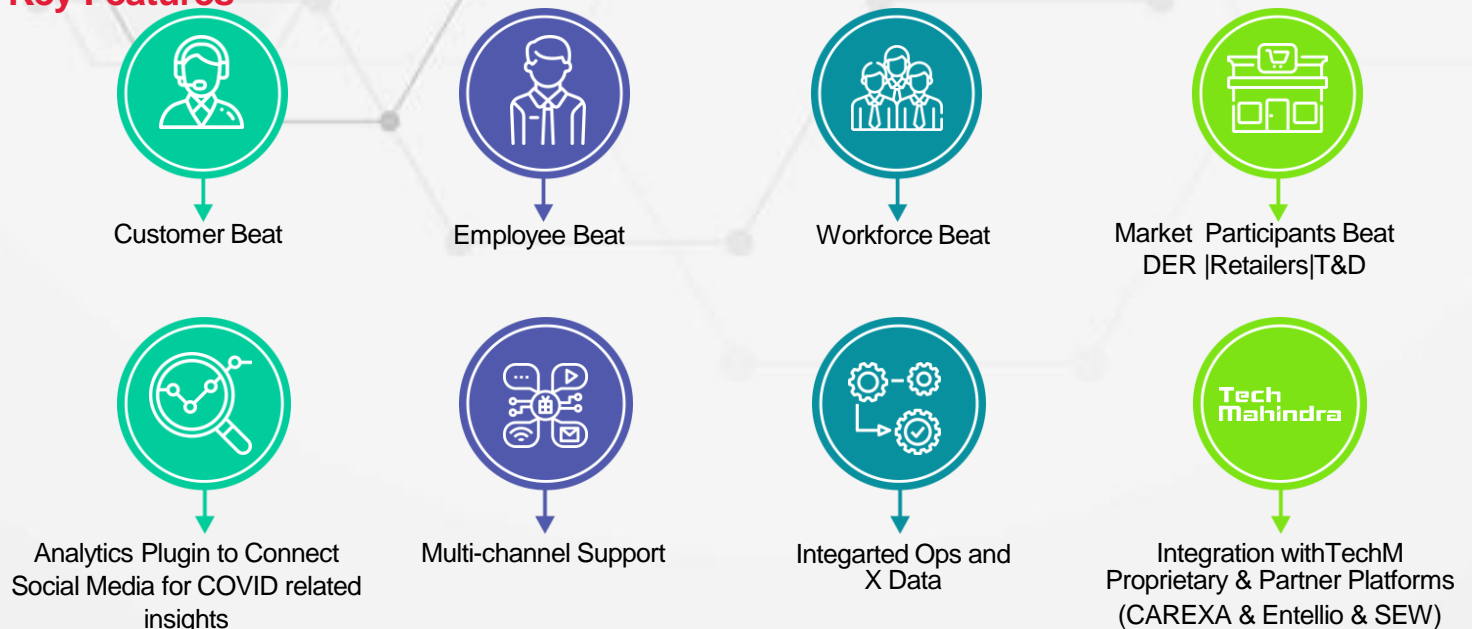
- All the businesses including Utilities are going through quick transformation to sustain and evolve in these torrid time.
- Every word said and unsaid has emotions and Sentiments behind it.
- Staying connected remotely, gathering the sentiments and then presenting practical solutions is the need of time but equally challenging for Utilities
- Understanding the emotions & sentiments is an effective way to understand customer needs, create empathy and help customers serve better in these testing times



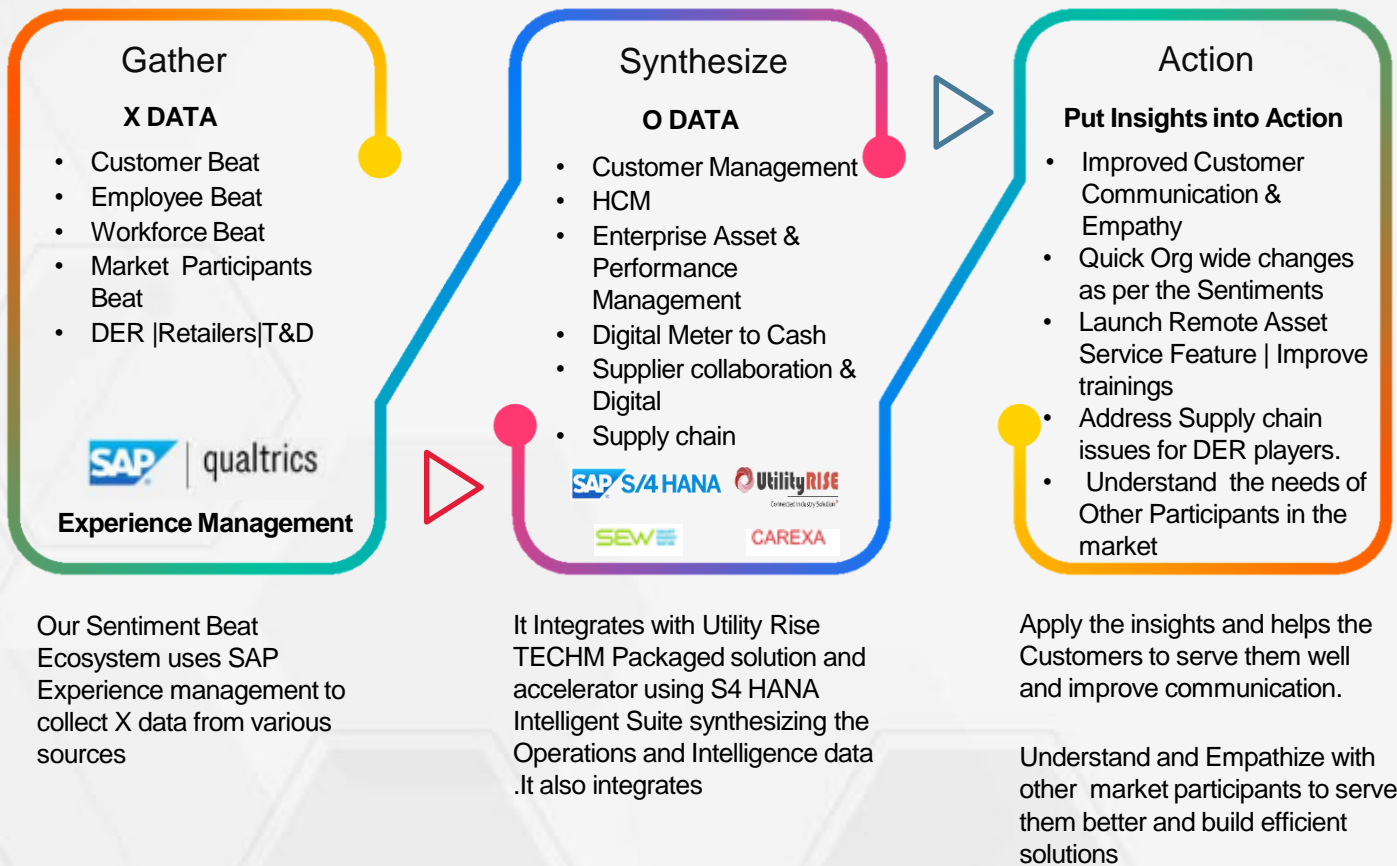
TechM Solution- Sentiment Beat for Utilities

Sentiment Beat for Utilities is Tech Mahindra's Integrated Emotions and Sentiment Analysis Ecosystem using SAP Experience Management and Integrating with S4 HANA and Customer Management and other partner systems making it an integrated digital Customer Experience and Operations (X+O) Ecosystem.

Key Features



Sentiment Beat for Utilities – Ecosystem



Solution Benefits

- 1 Understand the Utilities Ecosystem partners better and gain Empathy in COVID times
- 2 Improved Workforce Customer and Employee Satisfaction
- 3 Understand handle & act on Key Emotional triggers behaviors & Needs and help them serve better
- 4 Enhanced Communication
- 5 Adaptive Partner Service by handling quick escalation
- 6 Live Insights feeding into right and prompt actions
- 7 Integrated Emotions & Sentiments Ecosystem connecting X+O data

For more information connect with us at : EnergyUtilities@Techmahindra.Com |

<https://www.techmahindra.com/en-in/covid-19-response/>

**Tech
Mahindra**

www.techmahindra.com

connect@techmahindra.com

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