

High-Performance, Low-Cost CX

The State of the Energy Industry

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E Source

Summit for the Tennessee Valley

E Source market research studies





**the
PRiCe
is
RiGht**

Source: <https://es.wikipedia.org/wiki/Archivo:TPiRWordmark.png>



What's the valley's average
speed of answer
in seconds?



77 seconds
(industry average: 96 seconds)



What's the valley's
average handle time for
phone interactions?



220 seconds
(industry average: 318 seconds)



What's the valley's
attrition/turnover rate in
the call center?



29%



What's the valley's
average for IVR
containment?



29%

(industry average: 44%)



What's the utility industry
average for paperless
billing adoption rate?



25%



What percentage of all web traffic to utility websites comes from mobile devices?



38%



What percentage of outage reports are submitted via a self-service channel?



53%

Thank you! Questions?



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