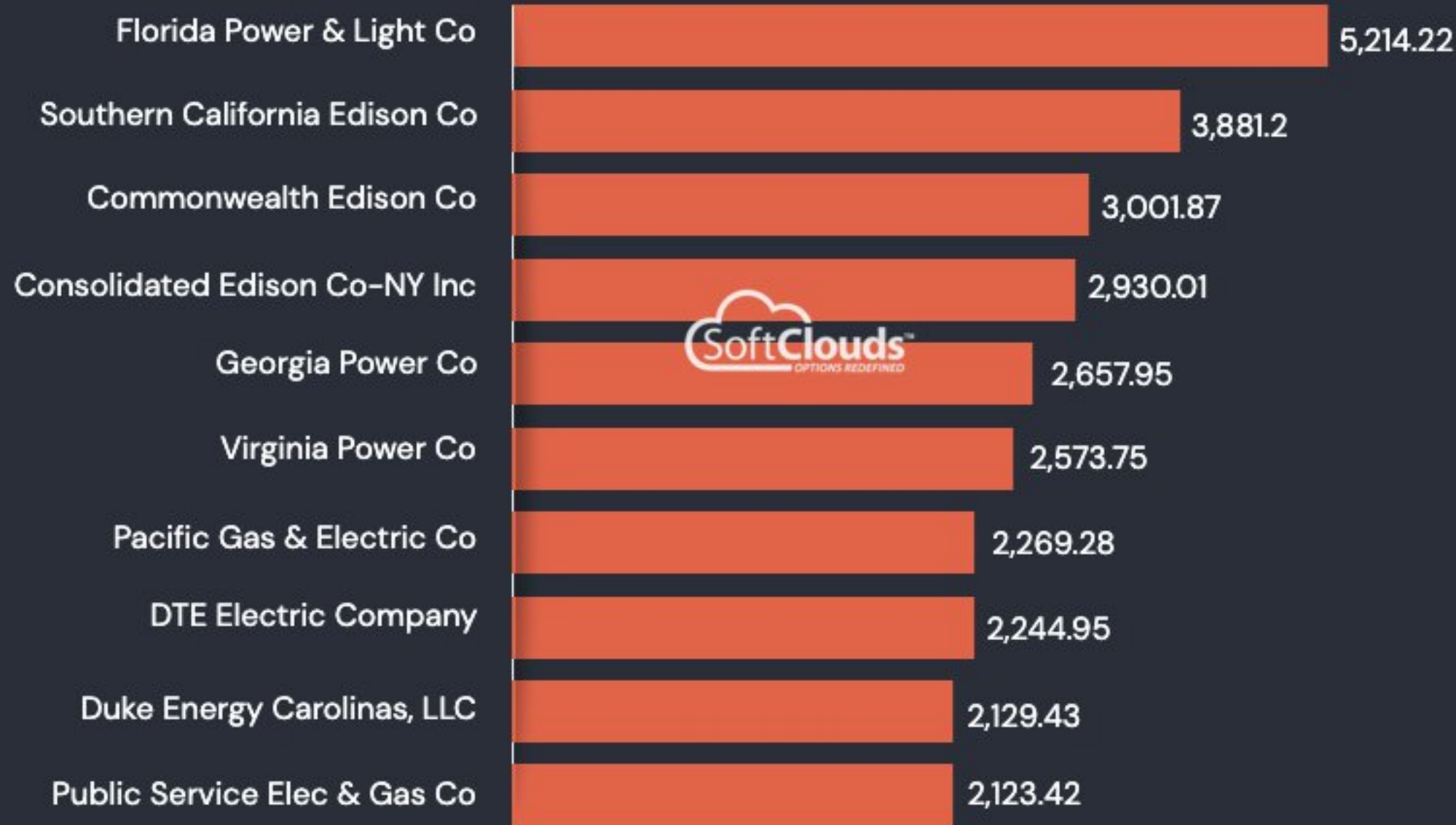
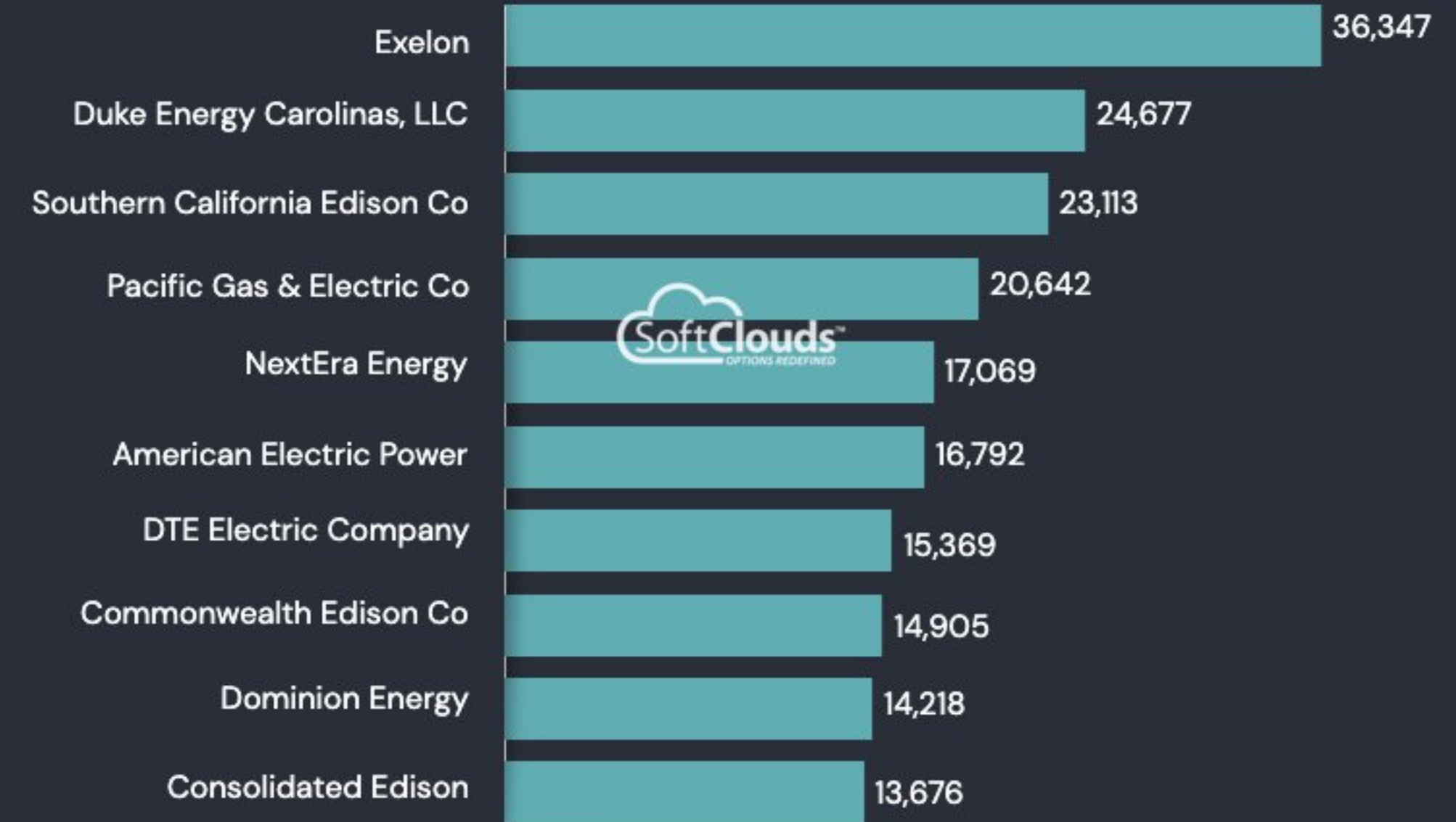


Top USA Utilities by Number of Clients (in 1000s)



Source: statista

Top USA Utilities by Revenue (in million USD)



Source: statista

CX FOR UTILITIES - 2023

CX Use Cases



Field Service

Simplifies workflows to improve first-time fix rates



Intelligent Automation

Provides personalized answers to customer questions



KM Platform

Establishes a central repository of documents, reports, & other relevant data



Service

Helps in automating common customer service tasks



Sales

Builds personalized, customer experiences (CX) to generate sales



CPQ

Reduces time to generate proposals

Top 5 Technologies Driving Utilities

Extended Reality
\$125.2B by 2026

Voice Technology
\$9.8B by 2028



Internet of Things
\$55.8B by 2025

Artificial Intelligence
\$19.8B by 2031

Digital Twins
\$1.3B by 2026

Source: marketdataforecast | alliedmarketresearch | marketsandmarkets | globenewswire