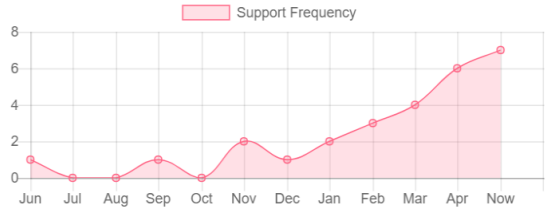
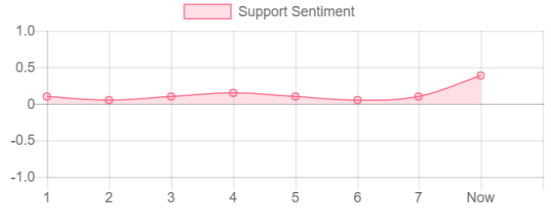
Support

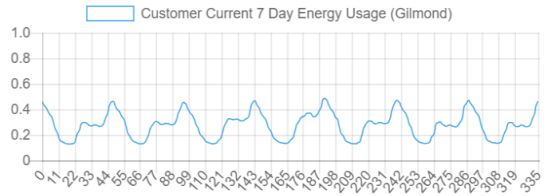
Customer

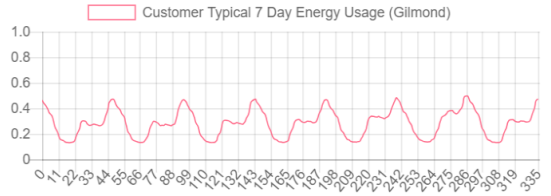
Name: **Kaelan Fouwels**
Financial Vulnerability Rating (APP): **0.64**
Language: **EN**
Energy Usage: **Abnormal**
Water Usage: **Disabled**
Support Frequency: **Increasing**
Contextual:

- Samaritans (charity): Samaritans (charity)
- Dementia: Dementia









Dialogue

customer: Hello.
customer: I might be being diagnosed with dementia, I've been talking to the Samaritans and they've been very helpful

Customer

Representative

Use machine learning to aid in the early detection of vulnerability traits, through it’s application to a customers historical utility usage data and support interactions.

How?

- Analyse customers historical information and energy usage for changes and anomalies.
- Build up a profile of a user based on support interactions and trends in their utility usage.
- Highlight potential indicators, and provide contextual information to aid in **proactive** response and continued support of the customer.

Sample Application

- Sentiment trends across support interactions
- Frequency trends of support requests
- Energy usage trends – Smart meter integration (Via Gilmond API)
- Financial Vulnerability – Open banking team’s API
- Machine Learning Key Text Entity Extraction

Sample Demonstration

What can we do

- Better leverage a customers historical utility usage information to detect changes in behaviour that indicate vulnerability.
- Generate applications to allow “smart” meter usage data be used to it’s full potential.
- Aid in proactive customer support through integrating machine learning and textual analysis on existing data alongside a human support agent.