

SUCCESS CASE 26.2026

EVA VOICE

AI-POWERED CUSTOMER
SUPPORT FOR POWER
OUTAGE MANAGEMENT



THE CHALLENGE

Power outages are one of the primary reasons customers contact E-REDES and often generate significant spikes in call volumes. During service disruptions, customer service operations face increased pressure, resulting in longer waiting times and a more challenging experience for customers seeking urgent information and support. Managing these interactions efficiently while maintaining service quality and regulatory commitments becomes particularly critical during large-scale outage events when demand can increase substantially.

As customer expectations for rapid and seamless support continue to rise, E-REDES identified the need for a scalable solution capable of providing consistent, high-quality assistance around the clock while reducing pressure on customer service teams and accelerating issue resolution.

THE SOLUTION

EVA is an Artificial Intelligence-powered Voice Agent developed by E-REDES to autonomously manage customer contacts related to power outages. Leveraging an autonomous AI orchestration platform and advanced large language models, EVA combines conversational AI, operational workflows, business rules and integrations with E-REDES systems to deliver intelligent customer support.

Through natural language interactions, EVA identifies the affected installation, performs diagnostics and determines the most appropriate resolution path without requiring human intervention. Depending on the identified situation, the solution can automatically create outage reports, identify cases that fall under customer responsibility, remotely restore power when technically possible, or escalate more complex situations to a human operator together with all relevant contextual information already collected. This enables seamless handovers and accelerates resolution processes.

Operating 24 hours a day and seven days a week, EVA provides a scalable and resilient response during periods of high demand while maintaining a consistent customer experience. By automating a significant share of outage-related contacts, the solution reduces customer effort, shortens response times and allows customer service teams to focus on more complex and higher-value interactions.

MAIN ACHIEVEMENTS

- Established a fully operational AI-powered voice agent for outage management and customer support.
- Designed to handle more than 600,000 customer calls per year at full scale.
- Targeted autonomous resolution rate of at least 40% of outage-related customer contacts.
- Since its soft launch on 1 June, EVA has already managed more than 3,500 customer interactions.
- Achieved a 33% fully autonomous resolution rate during the initial deployment phase, demonstrating immediate operational value and scalability.
- Reduced customer effort and waiting times while improving service responsiveness during outage situations.

KEY SUCCESS FACTORS

One of the key success factors is the combination of advanced conversational AI capabilities with operational workflows, business rules and deep integration with E-REDES operational systems. This allows EVA not only to answer customer questions but also to perform meaningful diagnostics and initiate operational actions.

Another critical factor is the ability to orchestrate multiple resolution paths autonomously. Depending on the diagnosis, the platform can generate outage reports, identify customer-responsibility situations, execute remote restoration actions or escalate cases with complete contextual information, ensuring efficiency and continuity throughout the customer journey.

The solution's 24/7 availability and scalable architecture also ensure resilience during major outage events, enabling E-REDES to maintain customer service quality and regulatory commitments even under peak demand conditions.

WAY FORWARD

Following the encouraging initial results, E-REDES will continue expanding the capabilities of EVA and increasing the level of automation across customer service operations. Future developments will focus on improving autonomous resolution rates, enriching diagnostic capabilities and extending the range of customer support scenarios managed by the platform.

By combining conversational, generative and agentic AI with operational intelligence, EVA represents a significant step forward in the digital transformation of customer service operations. The initiative demonstrates how Artificial Intelligence can improve customer experience, enhance operational efficiency and provide scalable support during critical service events.