SUCCESS CASE 34.2026

EVA

AI-POWERED VOICE AGENT FOR FASTER, SMARTER AND MORE SCALABLE POWER OUTAGE CUSTOMER CALLS MANAGEMENT

EVA
Voice Virtual Agent
by E-REDES

From operational pressure to AI-POWERED EFFICIENCY

THE CHALLENGE:

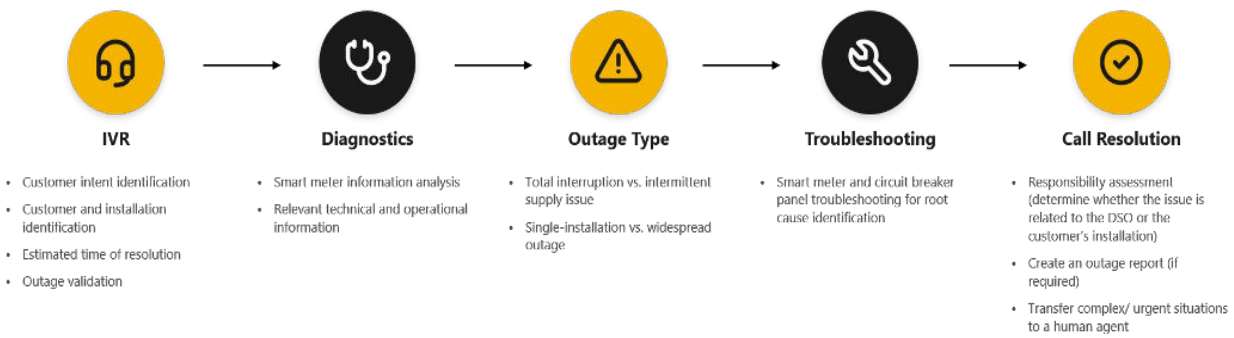
Electricity outages are one of the most critical reasons customers contact E-REDES. During service disruptions, contact volumes can increase dramatically within a short period because customers, who are without electricity, expect immediate service. This creates pressure on contact center operations, longer waiting times, and a challenging experience for customers seeking urgent information and support.

E-REDES needed an intelligent solution capable of identifying customers, diagnosing issues, guiding troubleshooting and resolving cases autonomously while escalating more complex situations to human assistants.

THE SOLUTION:

To address this challenge, E-REDES developed EVA, an AI-powered Voice Agent designed to autonomously manage customer calls related to power outages. EVA engages customers in natural language conversations, identifies the affected installation, performs a diagnostic, and determines the most appropriate resolution path without human intervention.

EVA combines conversational artificial intelligence with a structured orchestration layer that manages dialogue, business rules, operational decisions and integrations with E-REDES systems. The solution conducts a natural-language conversation while following the required outage management procedure.



MAIN ACHIEVEMENTS:

Faster and better service: EVA speeds up support and improves accuracy, freeing agents to focus on higher-value interactions, scaling self-care for immediate impact and a seamless customer experience.

Resilience at scale: Operating 24/7, EVA delivers scalable, resilient support during outage peaks automating a large share of outage-related contacts, shortening response times and boosting operational efficiency.

Cost and compliance: EVA delivers substantial cost reductions by automating customer interactions at scale, without compromising service quality or regulatory requirements.

For more information about the project, please contact:
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Consolidated project data — September 2026

SINCE SOFT LAUNCH

16,557
Customer calls managed by EVA since the soft launch

32.23%
Of calls fully resolved without human intervention — roughly 1 in every 3 interactions

93%
Accuracy in the creation of outage reports

AT FULL SCALE — PROJECTED

500,000+
Customer calls expected to be handled annually

≥ 40%
Of those interactions resolved autonomously, without human intervention

KEY SUCCESS FACTORS:

1. **Business-led design**: EVA follows the same rules and validations applied in human-assisted outage calls management.
2. **Extensive testing and quality assurance**: The project includes structured test plans, real-call monitoring and dedicated quality analysis. Calls are carefully reviewed allowing the team to distinguish technical incidents, customer behaviour, speech recognition errors and opportunities to improve the customer journey.
3. **Soft Launch**:, Rather than immediately exposing the solution to the full volume of calls, E-REDES adopted a controlled launch, initially directing a small percentage of eligible calls to EVA. Volume will increase progressively according to performance.
4. **Human fallback**: Customers requesting for an agent, complex conversations and technical failures are escalated to human assistance.
5. **Continuous monitoring and improvement:** EVA's performance is continuously monitored across customer journeys and operational outcomes. Feedback and performance insights are converted into improvements, ensuring a continuous cycle of optimisation and business value delivery.

WAY FORWARD:

The next stage will focus on increasing EVA's maturity and customer acceptance, while progressively expanding the percentage of calls handled by the solution.

The main priorities are:

1. Gradually increase calls volume towards full-scale deployment.
2. Improve contextual memory, enabling EVA to retain and reuse information provided at any point in the conversation, mirroring the way human agents naturally recall previous context to deliver more fluid, efficient and natural interactions.
3. Enhance speech recognition and introduce more natural and human-like voice capabilities.
4. Leverage a broader range of operational and system insights to enhance diagnostic accuracy and decision-making.
5. Explore new use cases.

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