

## NEXT INCUBATOR – AI ENERGY FUTURE

1. Describe the challenge you are addressing in one sentence.

Automized process of individual customer requests (Customers with PV power plants) via AI.

2. Describe the general environment of the challenge, the challenge itself in more detail and why finding a solution is important.

By 2030 Austria's energy consumption is supposed to be 100% covered by renewable energy – to reach this goal, the energy generation capacity of photovoltaics (pv) will be extended by 11 TWh. It can be expected that thousands of customers will invest in personal pv-units and connect those to the public power grid. [#EAG](#)

At the moment, requests regarding pv-suppliers or energy generation units are dealt with via an [internet portal](#).

The general communication with very specific questions via email generates a very high processing effort – therefore, [next-incubator](#) is looking for a solution, that enables the customer-centric and highly efficient processing of these requests through an AI-powered "smart contact form".

3. What is the potential impact of a solution to the problem you are facing?

- *Efficiency: Minimisation of manual processing of individual customer requests.*
- *Optimization of customer satisfaction: decrease of waiting periods and processing time for customers, optimization of the quality of information.*

4. What are the essential functionalities/capabilities that the solution has to meet?

- *Customer service and communication: excellent usability, high self-solving quota via AI.*

5. Will there be a detailed technical briefing of the environment the solution has to operate in?

Yes (Intersection with relevant databanks) within the PoC-Phase; confidentiality and GDPR must be agreed.

6. What resources (data sets, detailed current approach, unsuccessful preexisting approaches) can be made available to the participants?

Data sets form relevant data banks and a variety of different customer requests (right now: manual handling of e-mails).

7. What disciplines/background/capabilities are likely to be required to solve the challenge (this could also be an interdisciplinary combination of individuals)?

Next to fundamental knowledge in the energy sector (Austrian rules in the regulated market), expertise in design thinking, rapid prototyping, data analytics, AI-applications; a team would be ideal.

8. Would you like to promote potential approaches (technologies/devices), or is the chosen approach secondary to finding a solution to the problem?

**We are open to any innovative solutions!**