

SLT-MOBITEL and National Water Board Signs an Agreement

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Janaka Abeysinghe, Chief Executive of Officer, SLT, and Nishantha Ranatunga, Chairman of NWSDB, exchanged the signed agreement.

SLT-MOBITEL has signed a agreement with the National Water Supply & Drainage Board (NWSDB) to provide a Call Center solution for the benefit of all citizens.

The new agreement was signed at the National Water Supply & Drainage Board premises between authorised signatories for NWSDB, Nishantha Ranatunga, Chairman and Thilina Wijetunga, GM with Janaka Abeysinghe, CEO, SLT and Lakmal Jayasinghe, Chief

Enterprise and Wholesale Officer, representing SLT-Mobitel. In attendance were officials from both organisations. Under the agreement, SLT- MOBITEL will provide a comprehensive Call Center solution with 1939 as the Toll- Free short code for citizens seeking NWSDB services.

The modern technological solution enables automated customer self-service and agent-assisted voice call facilities. The Call Center is also integrated through WhatsApp and a smart Chatbot via 0112 044800, which brings solutions to customers' fingertips on demand. The SLT-MOBITEL solution will ensure the NWSDB can provide a more convenient service and enhance the quality of facilities extended to all citizens.

Nishantha Ranatunga, the Chairman of National Water Supply & Drainage Board, said, “As a nation, we are experiencing a shift in consumer demands, and a progressive channel was required to provide customers with information on services while at the same time maintaining our relationships. We partnered with SLT-MOBITEL, recognized as the leader in spearheading technological innovations to provide a Call Centre solution that was more convenient and efficient, driving NWSDB as a modern customer-centric organization.”

Janaka Abeysinghe, CEO SLT, added, “We recognize that the NWSDB plays a pivotal role in the country’s water management and sanitation services. SLT-MOBITEL’s technical expertise and contact center knowledge were utilized to implement a leading-edge contact center solution for the NWSDB creating a unified approach to dealing with consumer queries, improving service delivery, and sustaining consumer confidence.”