

## **Automating your Customer Service Department can significantly reduce operating costs and increase customer satisfaction**

In today's environment, utility companies strive to maximize operational efficiency to increase profitability and improve customer service. Automated telephone and voice applications can help to significantly reduce ongoing customer service costs while at the same time increasing customer satisfaction.

## **Automate Routine Tasks and Increase Available Time for Complex Requirements**

Customer service departments handle a wide range of tasks essential to customer satisfaction and business operation. Customer Service Agents respond to inbound account inquiries, outage questions, meter reading reports and routine requests for corporate information. They also inform customers of scheduled outages or overdue account situations. By automating many of the routine tasks, Interactive Voice Response systems help to free up valuable resources to deal with more complex requirements.

## **Streamlined Customer Service Increases Customer Satisfaction**

Utilities OnCall is the Vocantas Voice Response Solution designed specifically for the requirements of utility companies. It combines a proven scalable architecture with a comprehensive feature set that delivers immediate and recognizable benefits.

A series of enhanced features provides even greater efficiencies and customer satisfaction. Speech recognition lets customers use their voice for system interaction and account access, text-to-speech enables custom messaging during unique events, outbound calling provides a mechanism for overdue notices and outage notifications and automatic bill payments makes paying bills as easy as dialing a phone number or answering 'yes' to a prompt from an outbound overdue notice

## **Flexible and Scalable to Meet Your Unique Requirements**

Utilities OnCall is the product of many years of experience in working with utility companies. Rapid implementation delivers faster time to benefit, and future changes that can be readily accommodated. Consistent deployment methodologies enable prompt and efficient integration into any environment.

## **Why use Utilities OnCall to automate your Utility?**

Reduced burden to field service and calls to customer service agents with 24/7 customer access to automated meter reading, bill payments and outage notifications

One of our customers indicated that over 66% of their customers accessed the automated system for information about their accounts

Improved collections—IVR increases customer access to automated bill payments by 320% (24/7)

Provides customized outage notifications and updates relative to caller's location

In existing installations, calls taken by IVR increased by 50% within one month of implementation as customers discovered the option to self-serve

## 100% of Vocantas solutions are still in use today

### Core Features

#### Customer account and billing information:

Provide customers with 24-hour access to account status and billing information (balance due, last payment made, next billing date etc.).

#### Meter reading:

Customers can call and enter meter-reading values into their accounts at any time (24/7) thereby eliminating the need to speak with a CSR. Interoperability with smart meters for up to the minute meter read values.

#### Outage messaging:

System can be set to announce unique outage messages specific to the callers location or to all inbound callers at the beginning of their call.

#### Consumption history:

Customers can call and obtain information on past usage.

#### Corporate information:

Provide customers with corporate contact and other general information (FAQs).

#### Agent assistance:

Allows callers to speak to a customer service agent when available. The system is sensitive to holidays and business hours and will not offer operator prompts when offices are closed.

#### Reporting:

Provides call statistics, detailed usage reports (i.e. start date/time, call duration, channel, caller-id on each call). Trends analysis identify opportunities to improve internal resource and infrastructure management ensuring high levels of customer satisfaction.

#### Database integration:

Vocantas prides itself on 100% successful database integration with a wide variety of implementations.

### Add-On Enhancements

#### Outbound call notification:

Dramatically reduce number of mailed and hand-delivered payment notices to customers with automatic notification of overdue amounts and pending shut-offs. Other uses include providing courtesy calls for scheduled outages and onsite service reminders.

#### OnCall service personnel notification:

Automatically contact repair personnel to report to work at a specific location and generate reports on personnel response status. As each contact receives the message, they are prompted to respond with their availability and their ETA if required.

#### Speech recognition:

Allow customers to interact with the system using voice commands for increased ease of use.

#### Fax-back capabilities:

Callers can request bills and other documents to be faxed to them such as account status or billing history.

#### Custom reporting:

Over and above the extent of core reports we can generate specific custom reports tailored to your specific business requirements.

#### Text-to-speech:

Option to pre-record prompts and messages or use text-to-speech for unique detailed information on outages and other special conditions.

Vocantas delivers Interactive Voice Response (IVR) solutions to customer service and healthcare verticals. By adopting Vocantas solutions, organizations realize lower costs and significantly increased operational efficiencies resulting in proven, superior customer service.

With over a decade of experience, Vocantas is innovative in developing natural sounding speech technology tools that use a combination of advanced computer telephony and speech technologies.

These easy-to-use, turnkey solutions offer customizable core features and optional enhancements which integrate seamlessly with existing systems. [www.vocantas.com](http://www.vocantas.com)

**For more information, contact us today at 613.271.8381 or [info@vocantas.com](mailto:info@vocantas.com)**