



Software Solutions for Utilities

eRespond: Customer Contact

eRespond has been designed to allow utility companies to manage its many customers be they domestic metered customers, industrial and commercial users or public service users. We have long realised that the number of customer contact points for a typical utility company is many and varied. In designing *eRespond* to suit your everyday business needs and challenges, we took time to incorporate a range of functional attributes which allow the user to handle multiple calls, from different sources on varied requirements. We have produced a software solution that gathers together data from these exchange points to produce meaningful outcomes for decision-making, resource allocation and action.

Features

- Integrated with IVR and CLI
- Immediate feedback to the customer when they are part of an outage or planned outage
- Regularly updated and communicated milestones such as Estimated time of Restoration and Estimated Time on Arrival on Site
- Proactive notification of outages
- Notes, contact and call back logging capability
- Bypass / Non- premise calls
- Identify Caller location using Spatial functionality
- Web-based implementation for overflow operations to 3rd party call centre or remote access for call takers
- Identifies Key Account and Customers with Special Requirements

Customer Contact Cycle

The *eRespond* system begins its cycle of activity with a telephone call from a customer reporting a fault.

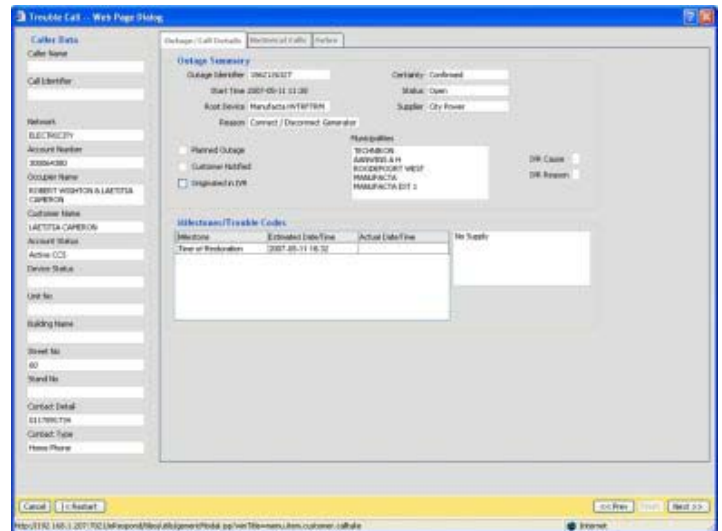
This information is automatically collated and checked through a series of procedures that enable efficient and accurate processing of the call. Easy access to this information enables customer services staff to respond with up to the minute information, such as the expected restoration time, the scale of the problem and resource progress.

Where a fault has been inferred by *eRespond*, subsequent callers need not speak to a customer service agent but can be handled directly by IVR (interactive voice response).

In cases where the IVR doesn't fully deal with the call, the system provides standard dialogue management. This will

prompt the call taker to ask the most relevant questions for the specific type of call being taken.

Comprehensive validation and checking takes place to ensure speedy call handling and concise information gathering.



Customer Contact – Outage Info Screen for Current Caller

Detailed Customer Information

A high level of information is extracted from the customer with the minimum amount of effort.

Word processing functionality allows an unlimited amount of textual information to be entered against each trouble ticket. For example, to provide road directions for the resource attending the problem. Also the location of a trouble ticket can be identified via the trouble tickets spatial component.

Furthermore, the mapping spatial data function allows these directions to be presented to work crews visually to ensure speedy response times – this becomes even more benefit during a storm or incident situation where the crews are already deployed in the field and are required to move speedily from one location to another – without reporting back to head quarters.

eRespond's efficiency and feedback provides the customer with reassurance that the problem is being dealt with effectively, thereby dramatically improving customer satisfaction and confidence.

Call Handling

Comprehensive call management including:

- Interactive Voice Response (IVR) integration and screen pop-ups



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- Call data analysis to identify service outage locations
- Spatial Identification of Trouble Ticket

Interactive Voice Response

Automatic handling of customer calls, while providing up to-date fault information through the following:

- Computer Telephony Integration (CTI) based screen popping
- Automated Customer Call-Backs
- IVR based call logging
- Pro-active/IVR based fault inference confirmations

Further Information

This product is intended to give a brief overview of the main functions and benefits of eRespond. For further details:

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