



Hosted Customer Notification

Key Features

- Expanded customer contacts
- Improved customer service
- More effective use of resources
- Lower overhead
- Reliability
- Reduced overall costs
- Documentation of call statistics including:
 - ◆ Answered calls
 - ◆ Customer responses
 - ◆ Call attempts
 - ◆ Number of hang-ups
 - ◆ Dates and times of call-out activity
- Decide who to call and what message is to be delivered
- Deliver tangible user benefits that customers can use and appreciate

Product Overview

Hosted Outbound Customer Notifications

Hosted Outbound Customer Notification (CN) contacts more customers reliably, faster, and with less effort than ever before. With Milsoft's cutting edge automated call center, calls are automatically placed to customers. You control the time and the message and Milsoft does the rest. Milsoft allows for better utilization of the human resources that are made available by using Hosted CN.

CN



Pre-Programmed Out Dials

Operation is simple. Decide who to call and what message is to be delivered. Milsoft uploads the list electronically to the automated call center Interactive Voice Response System (IVR). You then establish the call-out parameters and relax. The system does the rest.

Contact 10's, 100's, or 1,000's of Customers

Regardless of the size of the call list, Milsoft is up to the task. Using scripts designed by the utility and professionally prepared by Milsoft, the call center IVR system can be used to contact customers for:

- Past due account notification
- Planned outage notification
- Load shedding
- Disaster notification
- Surveys
- Marketing programs
- Meeting announcements
- And much more!



System Design Assistance

Milsoft has provided IVR systems to the electric utility industry for over 20 years. Milsoft's system designers also serve as consultants in system design and configuration. Direct input from our design staff helps Milsoft's utility clients avoid the problems and pitfalls commonly associated with the design and implementation of an IVR system. After CN is operational, Milsoft's ongoing maintenance program allows for modifications to the system to insure complete customer and user satisfaction.

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Hosted Outage Call Manager

Key Features

- Adaptable to utilities of virtually any size, PORCHE IVR provides a tried and true method for handling outage related customer calls.

Want to insure your IVR is up to the task?

Inquire regarding Milsoft's IVR/OCM test system. Milsoft can provide a simulated call load sufficient to test the overall reliability of the system.

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Product Overview

Hosted PORCHE Outage Call Manager (OCM)

PORCHE interactive Voice Response System (IVR) and PORCHE OCM act in concert to provide users with fast, efficient outage call management and processing. Although available as stand-alone products, IVR and OCM can be combined to create a complete outage management system. Together, the systems allow utilities to improve customer service by reducing busy signals and providing dispatchers with the necessary tools for operating more efficiently.



PORCHE OCM

One of the biggest challenges in managing an outage is organizing outage information into a usable format. Sorting paper outage tickets into piles is no longer an acceptable solution. PORCHE OCM allows dispatchers to categorize large numbers of outage tickets electronically. Outages may be identified, grouped, and managed based on call data and the utility's available connectivity information.

Industry leaders for almost 20 years, PORCHE IVR and PORCHE OCM assist over 200 electrical utilities by:

- Answering customer calls reliably during outages
- Offering quality customer service with increased accessibility
- Identifying callers and retrieving beneficial customer information
- Managing collected data in order to analyze and rectify an outage
- Providing customers with up-to-the-minute outage information including:
 - ◆ Known outage areas
 - ◆ Current outage restoration efforts
 - ◆ Estimated time of restoration



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