Hosted IVR Using Milsoft

Key Features

- **Safe and secure**
  - ♦ Database integrity assured
  - ♦ Weather proof facility
  - ♦ Fail-over capability

- **Applications**
  - ♦ Hosted outage call management
  - ♦ Disaster recovery
  - ♦ Emergency notification
  - ♦ IVR outage testing
  - ♦ Redundancy for in-house IVR systems
  - ♦ Hosted customer service and customer notification

- **Benefits**
  - ♦ Increased customer service
  - ♦ Satisfies regulatory requirements
  - ♦ Promotes "never-down" reliability

Product Overview

IVR

Hosted Interactive Voice Response (IVR)
PCS and Milsoft have partnered to provide an off premise call processing system, designed to meet the needs of today's electrical utilities. Located in a bunkered facility that offers extremely high levels of protection against man-made and natural disasters, Milsoft's interactive voice response systems are continuously available to assist utilities in accomplishing a wide variety of vital customer communications.

Effectively Process Outage Related Customer Calls
Most utilities cannot justify purchasing and maintaining large numbers of telephone lines to be used only during outage situations. Milsoft offers utilities hundreds of lines on an as-needed basis. This call center answers re-routed calls in excess of the utility's in-house ability to answer, resulting in a dramatic reduction or elimination of busy signals. Milsoft simply provides your utility with another powerful tool for delivering the service your customers are seeking.

### Contact Large Numbers of Customers Automatically
Utilities are required to contact their customers for all kinds of reasons. Past due notices, disaster notifications, meeting announcements, and more can all be accomplished via the call center's out-dial capabilities. When dozens of lines can be employed to make calls instead of one or two, customer contacts are accomplished quickly. Call parameters and vocabularies are dictated by the utility and call-outs are performed without the need to be monitored by live personnel.

Handle Customer Service and Customer Notification Calls
Milsoft is powered by Milsoft's signature PORCHE IVR System. The same technology currently being used by over 250 utilities worldwide to process customer calls is now available to utilities that don't possess an in-house IVR system. This proven technology provides the same fast, reliable service for Milsoft's call center users, at a fraction of the cost of installing a system on site.

Signature Customer Support
Milsoft has a long standing industry reputation for providing exemplary service after the sale. All Milsoft IVR systems are supported in-house by Milsoft's highly trained technicians. Support is available 24/7 including nights, weekends and holidays. When necessary, on-site service is provided as part of Milsoft's standard maintenance package at no additional charge to the customer.

PCS Smart Grid Solutions for Utilities
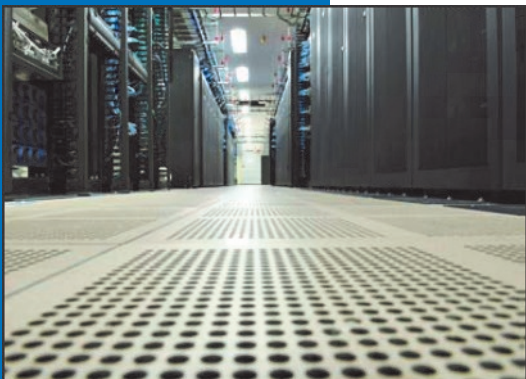
Hosted Customer Service Applications

Key Features

- Automate the most common customer requests:
  - ♦ Account inquiries
  - ♦ New service
  - ♦ Disconnects
  - ♦ Reconnects
  - ♦ Outbound notifications
  - ♦ General information
  - ♦ Credit card payments
  - ♦ E-check payments
  - ♦ Payment extensions
- Seamless integration to PCS *Utilit-e Connect*

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SmartGrid Hosted IVR 10-24-14

Product Overview

Hosted Interactive Voice Response (IVR)

Today's electric utility customer expects service on demand. They want to do business at their convenience. Long gone are the days when reliable electricity was a luxury and any level of service was acceptable. Modern utilities must rise to meet increasing customer service demands while maintaining low costs. This includes streamlining standard business practices. Milsoft TeleLink is a state-of-the-art interactive voice response system designed specifically for this purpose.

Allow Customers to do Business on Their Schedule

TeleLink automates various customer service functions allowing customers to complete routine transactions any time, day or night, 365 days a year. Not only is TeleLink easy for customers, it is also simple for the utility to employ. With access to customer records and available telephone lines, TeleLink can answer and process routine customer service calls without operator intervention.

Let Employees Concentrate on the Tougher Tasks

Each day, employees spend hours on simple, repetitive tasks. As a result, CSRs often don't have the time necessary to deal with complicated issues. When this happens, it is often the customer who suffers. With TeleLink handling common requests, utility employees can devote time to resolving more difficult problems and providing a higher level of customer care.

Hold the Line on Employee Costs

A utility would require a significant number of employees to match TeleLink's level of customer support. For most utilities, this ongoing cost would prevent them from providing this high level of customer service. With TeleLink, a utility can eliminate the need to hire additional CSRs, reducing both utility overhead and long term expenses.

System Design Assistance

Milsoft has provided IVR and Outage Call Manager (OCM) systems to the electric utility industry for nearly 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 automated voice response system. Following installation, Milsoft's ongoing maintenance program allows for modifications to the system to insure complete customer and user satisfaction.

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