Utilities OnCall™

Intelligent IVR for your Utility

Reduce calls to your call center, serve your customers faster, accept bill payments over the phone, and unify all customer service offerings integrated with your billing system.

- Use *ANY* payment processor
- Integrates with your *existing* billing system
- *Text and email* notifications to your customers from the IVR

WHY USE INTELLIGENT IVR?

VOCANTAS IVR	vs	CSRs
IVR available **24/7**		CSRs are **9** to **5**
Call containment **76%** of customer calls diverted from the call center		**$5-$25** spent/call *(as per industry standard*)*
Customers can *quickly self-serve* and get the information they require		**INCONSISTENT** customer experience
$150,000 collected in payment transactions through the IVR in **1 month**		**LONG** wait times that cost you **$$$**

* Source: CRM Project, Volume 6, pp. 124-126, "Natural Speech Recognition: The Next Re(e)volution," March 2, 2006, By Richard Feinberg, PhD, Purdue University, Center for Customer-Driven Insight. http://mthink.com/legacy/www.crmproject.com/content/pdf/CRM6_wp_feinberg.pdf
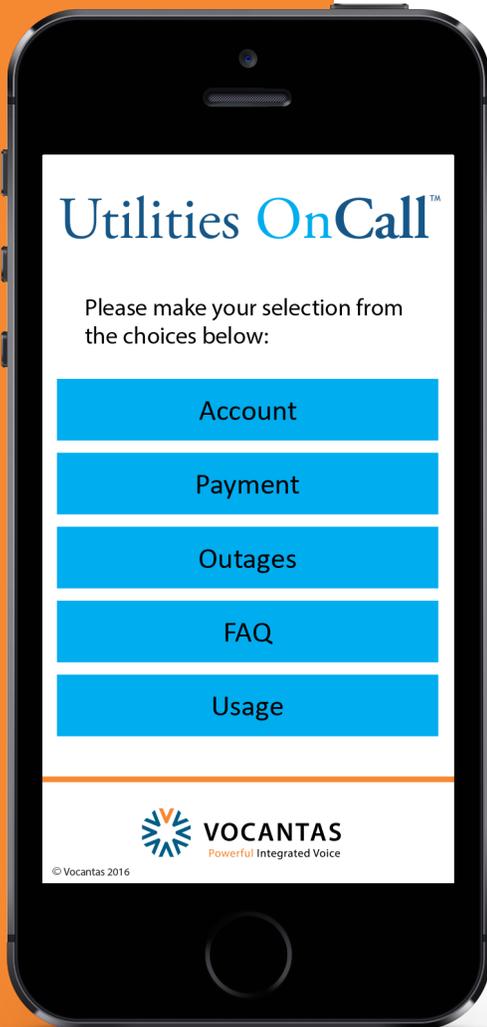
76% CALL CONTAINMENT RATE IN YOUR **IVR***

* Vocantas utility customer month of March 2016.

70% *AVOIDED* DISCONNECTS*

* Vocantas IVR customer using outbound campaign to reduce disconnections.

$17,500 /MONTH **SAVED***

* Vocantas utility customer with IVR handling 5,000 calls in one month.

$150,000 COLLECTED IN **PAYMENT TRANSACTIONS FOR 1 MONTH***

* Vocantas utility customer using IVR to collect one month of payments.

TRY IT!
1.855.271.2102

Test telephone #	Any 10 digit no.
Test account #	Any 6 digit no.
Test credit card #	5105 1051 0510 5100
Test expiry date	1218
Test security code	013
Test ZIP code	90543

After making a payment, you will be offered the option to receive a sample text as confirmation. Please enter your valid cell phone number to receive this text.

Utilities OnCall Features

✓ **Customers pay the way they want.** Utilities OnCall supports a wide range of credit cards and e-checks for payments. Customers can request payment extensions through the IVR.

✓ **Multi-modal communication through text, email and fax.** Callers can request bills and other documents to be emailed or faxed to them, such as account status or billing history. Text confirmation of payments are sent to the customer's cell phone.

✓ **Outage messaging feature.** Provide callers with information on all current outages. Upload outage files to the Utilities OnCall web portal for outbound outage notifications.

✓ **Outbound call, email and text notification options.** Dramatically reduce accounts receivable by making interactive outbound overdue calls offering bill payment and account reconciliation in real time. Other uses include providing courtesy calls for scheduled outages and on-site service reminders.

✓ **Automated Speech Recognition.** Allow customers to use only their voice for system interaction and account access.

✓ **Customer account information, billing information, and consumption history available in real time.** Provide customers with 24-hour access to account status and billing information (balance due, last payment made, next billing date etc.) and increase customer satisfaction. Customers can call and obtain information on past usage.

✓ **Integrate out-of-the-box with your existing billing system.** Vocantas prides itself on 100% successful database integration with a wide variety of implementations.

✓ **Access to corporate information.** Provide customers with corporate contact and other general information (FAQs). Holiday hours are customizable in the web portal as well as working hours vs. after-hours transfer capability.

✓ **Give you significant return on investment, and FAST!** Rapid implementation delivers faster time to ROI; our successful deployment methodologies enable prompt and efficient integration into any existing or new billing environment.

✓ **Improved, easier to use web interface with a new look and feel and expanded reporting functionality.** Easy-to-read layout provides call statistics and detailed usage reports (i.e. start date/time, call duration, channel and caller-ID on each call). Trend analysis identifies opportunities to improve internal resource and infrastructure management ensuring high levels of customer satisfaction. Over and above the extent of core reports, we can generate specific custom reports tailored to your specific business requirements.

✓ **Protect your customer's information security.** Utilities OnCall is a PCI DSS compliant environment. The enhanced security with SSN – Security feature adds another layer of security by requesting secondary level authentication from customers using any designated alpha-numeric identifier.

✓ **Scale with a proven architecture.** Our comprehensive feature set delivers immediate and future benefits as the utility grows.

Utilities OnCall™

Please make your selection from the choices below:

- Account
- Payment
- Outages
- FAQ
- Usage

VOCANTAS
Powerful Integrated Voice

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IVR *NOW* with Visual mode for smart phones

Visual IVR (VIVR) is a smartphone view that offers end users an additional channel of communication. An IVR phone call can be continued in visual format on any device that supports HTML5. Instead of using their voice or keypad to navigate the call menus, end users are able to navigate touchscreen visual menus on their smartphone. All IVR options in the traditional IVR call flow are available in the visual format, including checking account balance, paying a bill, or accessing usage history.

Utilities OnCall Try it free!
1.855.271.2102

About Vocantas Inc.

Vocantas is a developer of interactive voice response systems (IVRS) that use advanced computer telephony and speech technology to provide customers with cost-effective customer outreach solutions.

With over a decade of experience, the company's easy-to-use, turn-key solutions offer customizable core features and optional enhancements that integrate seamlessly with existing systems.

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