

CASE STUDY |

Mountaineer Gas Company



Customer Mountaineer Gas Company Profile

Number of Employees: 400

Products and Services: Natural Gas Utility

Location: West Virginia, US

Business Problem

What business problem did you want to solve with your IVR solution?

- With a high volume of calls, we needed a solution that would reduce the number of calls that required personal interaction.

“During the design, installation and implementation of new customer services, Vocantas provided very good consultation and service in meeting our needs to go live on the target date”

- *Larry Meador*
Customer Service Manager,
Mountaineer Gas Company

- The targeted calls for this solution accounted for such requests as account balance, payment options information, account history and more.
- By reducing the call volume we in turn hoped to reduce operational costs.

Have you tried to previously address this issue?

- We were served previously by a different IVR provider. We heard about Vocantas through another Utility that is successfully using the solution.

Solution

- Vocantas Utilities OnCall solution through Cogsdale Corporation.
- The application is available to all customers (over 200,000) and offered as an option in the initial telephone menu. We have already seen approximately 50% of our customer service calls being resolved within the Vocantas IVR solution.

Benefits

- The Vocantas staff we worked with were very professional, offering good solutions in a timely manner.
- The Cogsdale relationship made the selection of this IVR solution an easy decision for us. The system seamlessly integrated with our existing database and enterprise solutions.
- We are already enjoying improved efficiencies and reduced overall operational costs associated with our customer service center.