

Vocantas Improves Customer Service at a US Utility with Pronexus VBVoice-based Solution

Vocantas was approached by a large US utility to develop an Integrated Voice Response Solution (IVRS) to increase the call capacity that their agents could handle and to provide better after-hours service.

Vocantas' Utilities OnCall™ integrated Pronexus VBVoice™ to handle account inquiries, bill payments and credit card transactions. Improved after-hours self-service was particularly useful for disconnected customers who could request reconnection immediately following paying their bill.

Problem

Vocantas' client was responsible for the reading, billing, credit card processing and collection of approximately 13,000 service connections. As call volumes increased, routine tasks overburdened the utility's customer care staff and prevented them from addressing more complex customer inquiries.

Solution

Vocantas' solution was to help automate routine tasks and it integrated with the client's customer relations management (CRM) system, simplifying the creation of general reports, changing standard business rules and developing custom voice greetings.

With Utilities OnCall, service providers can:

- Offer around-the-clock customer service
- Deliver outbound messaging to notify customers of overdue accounts
- Customize updates or outage notifications within select geographical distances or to key demographics.

over 300 calls per day and that the calls are logged for virtually every hour of the day.

Edie Manning, Director of Customer Service for the utility, commented that Utilities OnCall was "critical to our after-hours and disconnect strategy." Before the utility deployed Utilities OnCall, their disconnected customers had to wait until the next business day to make their bill payments and requests for reconnection.



Vocantas is a leading developer of hosted and premise-based IVRS using advanced computer telephony and speech recognition technology. Vocantas' solutions help organizations in higher education, utilities, healthcare and customer service improve outreach and engagement while reducing operating costs. www.vocantas.com

Results

After the utility implemented Utilities OnCall, their agents had less calls to handle and could rely on the IVR to complete routine tasks. Records show that often Utilities OnCall is managing



Established in 1994, Pronexus specializes in telephony, speech and database integration technologies. Our flagship product VBVoice IVR software enables developing feature-rich inbound and outbound IVR solutions that improve customer service and streamline internal processes. Thousands of companies all over the world use VBVoice in applications varying from auto-attendants to automated payments, fax applications, notifications, polls and surveys. Part of our business model is to provide customers flexibility to choose between developing an IVR application in house, leveraging Pronexus' Professional Services or buying a turn-key IVR application from one of our partners who have integrated VBVoice into their solutions.