



ENERGY

Tap into the power of Intelliverse to enhance customer satisfaction and increase operating efficiencies.



Intelliverse® Solutions for Energy

In a connected, always-on world, consumers are looking for convenience and want to do business on their schedules; they expect immediate access to customer service with accurate information and unnecessary delays. The need for electric utilities to meet these expectations while containing costs has never been more imperative. With **Intelliverse's Solutions for Energy**, you can service more customers than ever before, increase automation through logical and relevant self service applications and make the most effective use of limited budgets – all while ensuring an excellent customer experience.

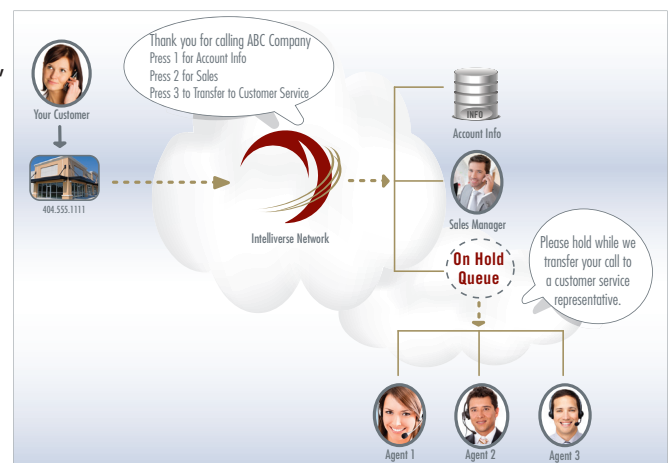
Intelliverse's Solutions for Energy offers well designed, intelligent voice applications to transform your operations and deliver exceptional, cost-effective services.

- Optimize Operational Efficiencies
 - » Automate routine service transactions & notifications
 - » Improve productivity & reduce operating costs
 - » Free up resources and capital by investing in a cloud-based solution
- Deliver a consistent level of quality, 24/7
- Improve the caller experience, by offering choice, clarity and ease of use

How Does It Work?

Callers will have the option to self-manage routine requests, such as hours of operation, directions or automated account information. When a live agent is needed, the caller is transferred to the appropriate call queue.

By off-loading requests for basic information and intelligently routing other calls to your agents based on availability and skill set, you'll dramatically increase efficiency, productivity and customer satisfaction!



Outbound Campaigns

In addition to handling inbound requests from callers, you can also proactively reach out to your customers. Use outbound calls, texts or emails to generate revenue by creating outbound marketing campaigns about new products and services; schedule installation/activation reminders and send payment reminders.

Solutions for Energy Resellers

CUSTOMER MANAGEMENT LINE

Give your customers access to their account balance, past and upcoming payment information, and service activation dates with the ability to get to a live resource when needed. Your Customer Management Line is your company's front door and a fresh sounding application that provides valuable options and ensures you always make a good impression.

AUTOMATIC CALL DISTRIBUTION

Fully manage your call center resources and accommodate seasonal or changing call volumes while ensuring that your customers are being helped in a timely manner. Best of all, Intelliverse's ACD is a network-based solution, so your call queues can make use of agents in multiple call centers or even agents working from home.

COLLECTIONS AUTOMATION

Keep your business healthy by staying on top of past due customers. With Collections Automation, you can notify hundreds, or thousands, of customers instantly.

BILL & PAYMENT REMINDERS

Notify customers about upcoming bills or automatic payments via a phone call, text message or email. Intelliverse's multi-modal platform can help you talk with your customers on their terms.

OUTAGE MANAGEMENT

Outage Management – Deliver a comprehensive solution for inbound outage reporting and outbound restoration notification. In the event of an outage or large storm, upfront messaging can also be added to the IVR greeting to help manage large call spikes. And specific outage information can be provided according to user data captured within the IVR.

Reporting Suite

Intelliverse offers a robust, suite of web-based reports in real-time and historical views. We work with you to design and develop highly customizable reports which gather the complete data from all of your day to day activities. This detailed and accurate statistical data easily equips you with valuable business intelligence reporting, which can be used to gain strategic insight about your business and help drive the most value from your communications solutions.

Sample Report - Operator Detail						
Sample Company - Operator Monthly Summary Report						Reporting Period: 05/2011
Operator	Calls Attended	Not Answered	Dropped	Terminated	Time Checked-In	Time Checked-Out
John Smith	1075	8	0	0	150:26:03	66:34:54
Linda Cooper	940	2	0	0	190:21:41	90:29:48
Anna Anderson	882	15	0	0	189:50:23	70:54:23
Mike Taylor	371	3	0	0	105:47:50	45:33:10
Jan Brown	696	4	0	0	169:39:40	91:51:57
Neil Mason	26	0	0	0	9:23:14	6:24:30
Sue Williams	1253	12	0	0	189:16:33	83:41:17
Nancy Lang	522	4	0	0	174:45:37	84:02:11
Brian Ball	29	0	0	0	9:05:40	3:22:20
Paul Anderson	905	15	0	0	177:24:10	78:01:37
Jose Martinez	773	39	0	0	137:42:16	54:45:40
Ann Richardsen	71	0	0	0	154:56:25	12:48:20
Marcus Webb	1129	15	0	0	189:05:10	83:41:17

Sample Report - Call Volume Details										
Sample Company										Reporting Period: 05/2011
Language	Total Calls	Calls During Operation	Calls After Hours	Transfers Billing	Play Hours Address	Transfers to Call Center	Transfers to Auto Account	Calls Abandoned	Calls Offloaded	% Offload
1-May English	389	309	73	114	50	63	217	182	275	71
2-May English	609	503	103	217	125	86	254	181	392	65
3-May English	227	204	23	136	43	22	38	26	91	41
4-May English	235	210	25	127	45	36	31	27	108	46
5-May English	136	126	10	69	30	9	23	28	67	50
6-May English	432	430	82	268	89	48	103	77	214	45
7-May English	336	227	81	95	69	74	138	70	213	70
8-May English	126	107	19	76	36	14	10	0	50	40
9-May English	231	260	31	163	84	29	37	15	128	44
10-May English	348	248	98	103	50	10	69	109	245	71
11-May English	607	490	117	226	96	100	200	105	301	63
12-May English	419	369	49	163	85	80	112	91	256	62
13-May English	273	219	54	112	53	40	100	68	161	59



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