

IVR Summary

PORCHE IVR

An Interactive Voice Response (IVR) system is designed to save electric utilities time and money while providing better service for utility customers. Developed specifically for electric utilities, PORCHE IVR's superior call handling capabilities supply callers and utility personnel with the information they need.

Voice recognition is a user-friendly way to speed caller input to the IVR. The Text-to-Speech option reassures customers that the utility is aware of their outage and is working to restore service without taking valuable time away from customer service representatives.



During an outage, PORCHE IVR can increase the number of calls answered to nine times that of utility personnel alone. Without sacrificing convenience or information, PORCHE IVR offers a faster solution for answering the large volume of calls that come with an outage. Faster service also allows dispatchers to quickly gather large quantities of outage information and diagnose outage locations and likely causes. Whether used directly or input into an outage management system, the result is faster

restoration of electric service and more satisfied customers. PORCHE IVR is also able to call customers affected by an outage to verify that their power has been restored.

CrewCommand

CrewCommand is available as an add-on feature for the PORCHE IVR system, and is designed to aid the dispatcher by automatically calling potential crew members to report for work. When a crew has been assembled, the dispatcher is notified with complete information on crew members and scheduling.

OCM (Outage Calls Manager)

OCM (Outage Calls Manager) enables utilities to better manage information with tools to organize data by customer type, location, device or district, allowing dispatchers to track specific outages or priority customers without power.

Telelink

Telelink offers utilities the ability to automate their customer service and decrease the number of callers forced to wait on hold. With Telelink, customers may also conduct business with the utility 24/7. Offering a full range of services for inbound callers, Telelink frees customer service representatives from routine calls and allows them to concentrate on more complex customer issues.

Telelink is also capable of placing outbound calls through its Notification software. Outbound call groups are straightforward and easily set up. The number of calls placed is only limited by the number of phone lines available.

Extensive call tracking and reporting is inherent in the Telelink system. Utility personnel can use the information to easily analyze call patterns and customer usage on the system. Access to data on the system is tightly regulated through administrator controls in order to protect personal information.



CrewCall

CrewCall adds crew selection and assembly capabilities to the current call-out capability of CrewCommand. Utilities face a multitude of conditions and work rules that dictate requirements for crew selection and assembly. CrewCall automates the crew selection process and keeps detailed records of each employee's response.

ELI (Employee Log-In)

It is important to have up-to-date information on the availability of an employee who cannot accept an assignment because of work rules or regulatory requirements. ELI (Employee Log In) permits employees to enter the needed information into the CrewCall database using a touch-tone phone. ELI is convenient for the employee, saves record keeping time and assures the dispatcher that a particular employee can report to work.

ATRC (Automated Telephone Response Center)

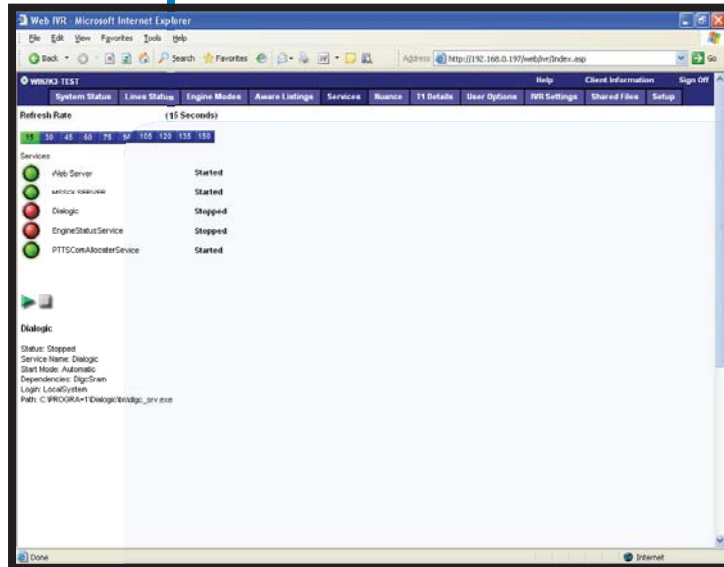
ATRC is a twenty-four-hour, seven-day-a-week automated overflow and emergency call handling service. Based on Milsoft's highly successful OCM, ATRC provides high-volume automated call handling.

PORCHE IVR

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PORCHE IVR provides utilities with an automatic outage call handling solution that allows them to avoid busy signals that accompany high volumes of customer calls during an outage. PORCHE IVR provides an interface to capture customer call information for use by the utility's computer systems. With the added voice recognition feature, PORCHE IVR can process nine times the calls a live operator can handle. Allowing customers to speak their responses makes voice recognition faster and easier than using a keypad. PORCHE IVR allows customers to receive timely service and conveniently report their outages. Answering calls on all lines simultaneously, PORCHE IVR identifies callers, provides them with information on known outages and guides them through the outage reporting process. As a result, the utility's operations staff is free to concentrate on restoring power rather than answering customer calls. Once power is restored, the PORCHE IVR system can perform callbacks to verify that each customer who reported an outage now has power.

PORCHE IVR is MultiSpeak compliant and easily interfaces with outage management and customer information systems in place at the utility. It is fully integrated with Milsoft's DisSPatch OMS.



Administrator functions for the PORCHE IVR can be accomplished using Web IVR.

Features:

- Up to 120 incoming telephone lines available
- Direct integration with DisSPatch OMS
- Direct integration with the TeleLink Customer Service System
- MultiSpeak compliant interface
- Voice recognition capabilities
- Text to Speech function
- Effectively handles ANI and Caller I.D. signaling as well as DID and DNIS
- Direct integration to ATRC

CrewCommand

CrewCommand

Available as an add-on feature for the PORCHE IVR and OCM systems, CrewCommand is designed to aid dispatchers in quickly assembling crews by automatically calling potential crew members to report for work. When a crew has been assembled, the dispatcher is notified with complete information on crewmembers and scheduling. Crew information is automatically added to the file relating to a specific outage.

CrewCommand saves time in critical situations where quick action is essential by eliminating much of the time wasted dialing and redialing numbers one at a time. CrewCommand provides dispatchers with the ability to automatically designate, contact and assemble crews in a fraction of the time. The CrewCommand system handles the tedious tasks, allowing the dispatcher to concentrate on addressing an outage.

Once the call-outs have been initiated, the dispatcher can focus on other tasks. CrewCommand automatically places calls to all the individuals on the list, stopping only when the desired crews have been assembled and dispatched, or when the dispatcher stops the calls. The dispatcher can also predetermine a call-out time frame, setting the start and end times for the call-out in advance.

A dispatcher can track the progress of the calls on the CrewCommand screen, which shows the activity on the call-out phone lines and the result of each call to a potential crewmember. The dispatcher remains in complete control of the call-out process, but isn't required to make the calls.

CrewCommand retains all of the information it collects during a call-out and provides a record to document the calls and employee responses. A history of each employee's response to a call-out is retained and stamped with time and date information.

OCM

OCM

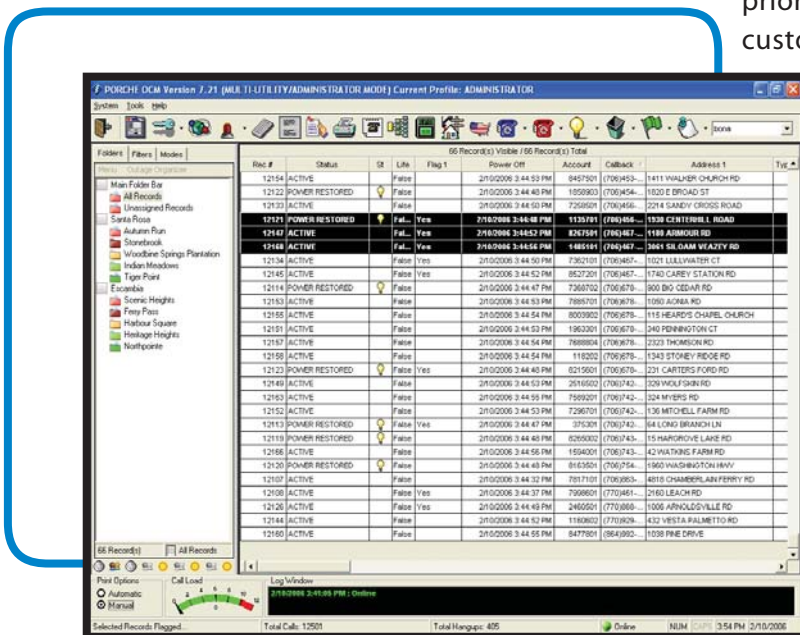
OCM is the software that provides a utility with the full range of tools necessary for effective Outage Call Management.

Customer outage calls are automatically answered by the PORCHE IVR system and call information is displayed in real-time by OCM. The real-time data display avoids the delays experienced by systems or call centers that download call information by batch. Specific types of calls, such as priority one customers, multiple meter customers and duplicate callers are

highlighted with specific icons for easy tracking. Customer calls with messages providing information

on outage causes are also highlighted and can be listened to at the OCM work station. Calls taken by utility personnel can be added to the OCM main screen using manual data entry.

Dispatchers can record messages to be played back for customers who call regarding an outage's status. Optional text-to-speech capabilities



The main screen of OCM provides one-stop access to all calls data and functionality.

allows these status messages to be typed into OCM and automatically converted to speech.

With OCM, dispatchers can sort outage information by various criteria and organize outage information into specific outage folders that are tied to particular geographic areas or devices.

Once power is restored, OCM generates a callback list to be processed by the PORCHE IVR system.

All outage information is archived for report preparation and future use. Using OCM's reports generator, utility operations personnel can create reports directly from the system.

A web browser customer service input provides web-based capabilities for customer service representatives and other utility personnel to manually enter calls, update customer records, listen to customer call messages and view the main OCM screen online.

Features:

- Networking so the system may be operated from multiple locations
- Organizing and reporting tools that enhance the dispatcher's ability to array data
- Seamless integration with PORCHE IVR

Available Add-On Products:

- CrewCommand may be added to automate the assembly and call-out of crews

- Credit/Debit Card Payment allows customers to pay their utility bill using a credit or debit card. This function can also be interfaced to a bank, offering an electronic check payment option.
- Payment Arrangement/Extension allows customers to seek and receive payment arrangements. Customers ineligible for an extension are invited to pay by credit/debit card.
- Connect/Disconnect allows customers to arrange for new service, service transfer, service reconnection or service disconnection.
- Customer Information Service allows customers to select from a menu of pre-recorded messages providing an unlimited variety of utility information, such as office hours and locations, energy conservation information and available products and services. A community calendar, time and weather can even be offered.
- Telephone Number Update permits customers to quickly and automatically update their telephone numbers.
- At any time during the customer call, Telelink provides for quick connection to a customer service representative.
- Reduce meter reading costs by allowing customers to call and report their own meter readings with the available TeleMeter option.

CrewCall

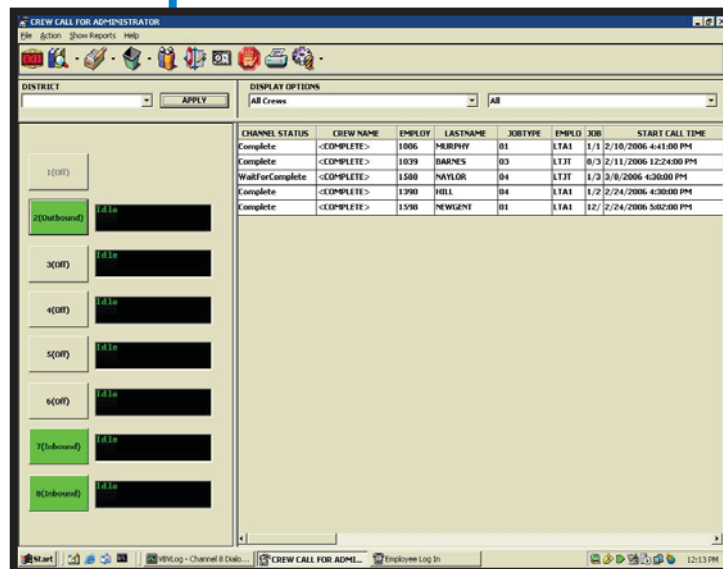
CrewCall

CrewCall makes the assembly and call-out of crews less tedious. What was once a straightforward task has recently grown increasingly complex. A multitude of conditions are used to assemble crews and work rules often dictate a series of requirements that complicate the task. Once a crew is finally chosen, each potential crew member must be individually called.

Milsoft offers a modern solution for crew assembly. CrewCall provides utilities with the tools they need to quickly and efficiently assemble a crew, allowing the dispatcher to spend time concentrating on outage restoration.

Features:

- Using criteria established by the utility, CrewCall permits the dispatcher to select crews with a few clicks of a mouse. CrewCall then begins calling individuals for the crew.
- To permit mobility for on-call personnel, CrewCall can dial several numbers in succession or leave a crew member a page.
- The dispatcher is in complete control and receives a real-time display of the call-out progress on their computer screen.
- A record is retained of each employee's response to the call-out.
- The dispatcher controls the order and timing of the calls, whether placed immediately or at some specific time in the future.
- To allow easy access to CrewCall, the dispatcher can dial into the CrewCall system using a touch-tone phone and unique ID. At the dispatcher's command, CrewCall will activate a call-out for the selected crew. The dispatcher can select employees to be called using the phone's keypad or by speaking the names of potential crew members.
- CrewCall can operate from multiple locations, use various languages and handle a large number of call-outs simultaneously.



The selection of crew members by multiple work rules and criteria is fully automated in CrewCall.



ELI (Employee Log-In)

Tracking employee hours to determine availability for call-out is a paperwork nightmare that requires special attention at all hours, day or night. The ELI (Employee Log-In) system records employee information and sends it directly to CrewCall, thus meeting all requirements of the union, government agency or civil service system.

The data received from the employee's self-report via a touch-tone phone is automatically added to the selection criteria for crew assembly. The information is also viewable in real-time on the CrewCall system and archived for reporting and documentation purposes.

UniqueID	Date/Time	ChosenOption	StartingValue	ValueforOperation	EndingVa
1044	1/7/2006 5:14:01 PM	[T] TELEPHONE	362674446		3624001
1588	1/8/2006 12:07:25 PM	[T] TELEPHONE	362902565		13624892
1588	1/8/2006 5:50:07 PM	[T] TELEPHONE	1362488327		3623026
1044	1/8/2006 5:06:16 PM	[T] TELEPHONE	3624001116		3626274
1725	1/15/2006 5:19:02 PM	[T] TELEPHONE	0		0136208
1588	1/22/2006 11:27:35 AM	[T] TELEPHONE	362902565		13624892
1588	1/22/2006 5:18:12 PM	[T] TELEPHONE	1362488327		13623026
1390	2/3/2006 5:18:24 PM	[T] TELEPHONE	362674022		3626262
1390	2/3/2006 7:30:45 PM	[T] TELEPHONE	362626261		3626033
1561	2/14/2006 8:09:41 PM	[T] TELEPHONE	0		1813745

ELI ensures that the latest information on employee availability can be input by employees using a touchtone telephone.

ATRC

ATRC (Automated Telephone Response Center)

ATRC is located in Dallas, Texas. Dallas' mild climate makes it a logical choice to avoid weather-related service interruptions. The city is also home to a major switching operation which Milsoft was invited to share.

Currently configured to service 336 incoming lines simultaneously, additional lines can be quickly added as the center requires expansion. Milsoft guarantees that there will be one T-1 (24 lines) dedicated for every 100,000 potential callers. As the number of potential calls increases, new lines will be added to maintain this ratio. Milsoft will conduct periodic usage studies to ensure that this ratio of lines to meters is sufficient.

Equipped with high-speed internet access lines, ATRC provides fast data transferring between Dallas and the utility.

When a utility needs to utilize ATRC, it will simply forward overflow calls to a specific toll-free number. If a utility desires, automatic forwarding can be established using standard phone company procedures. This process will most likely occur if the in-house IVR is inoperable, if live operators are not available or if the telecommunications (phone system) of the utility are unavailable due to break down, local office difficulties or a disaster that forces the utility to abandon their facility.

Once the calls are re-directed to ATRC, the system will answer and process the calls. All calls will be answered electronically using an IVR system. Calls will be answered with the name of the utility and will be processed similarly to those calls handled directly by the utility.

Several conditions under which a utility would use the call center are:

When the utility's in house IVR fails.

There are several reasons why an in-house IVR might become unavailable. The IVR itself could have problems and cease to function. The utility's phone system could fail. When this situation occurs, the utility can bypass the in-house phone system entirely by routing calls directly to ATRC. ATRC's IVR will answer and process the calls and the utility may then log in, via the Internet, and retrieve the collected data. All that is required is a suitable PC, a high-speed Internet connection and the necessary client software.

When the utility cannot handle the call load using existing resources.

The utility has the option of forwarding overflow calls to ATRC. ATRC will answer and process the calls and the information collected will be transferred back to the utility via a high-speed Internet connection. What the utility does with this information once it is received depends on the existing situation at the utility.

When the utility wishes to feed information to their in-house outage management system at high speed and high volume.

ATRC allows for both of these requirements. As the calls are being answered rapidly and on a large number of lines, ATRC is able to quickly download a high volume of call records to the in-house OMS. This process will allow the utility to take advantage of the prediction capabilities inherent in their OMS when the utility cannot handle the call load with existing resources.

When a manmade or natural disaster forces the utility to change their base of operations.

Utilities are aware of the possibility that something will occur that makes their current, primary facility unusable. If this situation occurs, the utility is forced to seek a suitable alternate location from which to operate. In such a situation, ATRC would likely be the only source for taking outage related calls. The utility would then have the ability to log in remotely and effectively manage the outage data with only a PC (loaded with ATRC client software) and an Internet connection.