MILSOFT®
Utility Solutions

Communications

Milsoft's Interactive Voice Response systems are designed to provide fast, reliable performance in a variety of utility environments. Time tested and proven effective, Milsoft's IVR systems currently help hundreds of utilities effectively manage call loads and handle time-consuming customer interaction.

Engage Your Customers

An Interactive Voice Response (IVR) System is a powerful tool used for the automated call handling of large numbers of phone calls for an extended time. The IVR System provides critical call volume assistance when you need it most; during times when customers are desperate to give or receive information regarding the status of the services you provide. Milsoft also offers Milsoft Overflow Call Handling that assures that no customer will ever get a busy signal. Customers get an immediate update on their disruption. With Milsoft IVR, you are not just limited to phones. Milsoft IVR has texting, email, social media, and online options for receiving and delivering critical information.

Milsoft IVR plus Automated Customer Services

Turn your IVR into a powerful tool for interacting with customers and providing them automated services that your customers will love. Routine tasks like scheduling, PCI compliant bill payment, surveys, and notifications are easy to set up and even more straightforward for customers to use. With automated services available 24/7, customers can do business with no constraints whenever they want to.

Key Automated Customer Services Features:

Automated features offer your customers authentic self-service features on a 24 hours a day and seven days a week schedule. Automation also provides much better utilization of your human resources at the utility. When customer service agents are not handling customers that prefer automated services, they are available to perform more challenging tasks. Automated Customer Service is a win-win situation for customers and employees. Customers get better and more continuous service, and employees get challenged with tasks that cannot be readily automated. Especially valuable during service interruptions.
The last but very critical outcome is holding the line on employee costs. A significant number of human resources would be required to manage the volumes that an automated customer service system does. A one-time investment for an IVR with Automated Customer Services provides ROI that you can bank on. Implementing an IVR with Automated Customer Services is not just good for services; it's good for business.

- Customer notification
- Delinquent account notification and collection
- Load shedding and energy-saving notification
- Planned outage notification
- Emergency notification
- Surveys
- Automated attendant
- Automated connect, reconnect, and disconnect
- Consumer information
- Payment extensions
- PCI Compliant Payment Processing
- Appointment scheduling

MILSOFT®
Utility Solutions

Milsoft IVR plus Milsoft Outage Management System

There is no stronger combination of tools available to take on the challenges that outages represent to utilities. While Milsoft IVR is managing the chaos associated with large volumes of calls, Milsoft Outage Management System is automatically turning that call volume in visual operational information being used to restore power. Whether you and your teams are using desktop monitors, an operations control room, or personal devices, your team is receiving up to the minute locations of outages automatically via the IVR integration to *Milsoft OMS.

Milsoft IVR also provides options that allow your Utility to call out and assemble crews within minutes automatically. The logic used to gather these crews are worked out far in advance between Milsoft support and your operations managers. 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 action/result of each call to a potential crew member. CrewCommand retains all of the information it collects during a call-out, providing 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.

Think about how powerful of a feature this is. Responding to outages has never been simpler. Be prepared and be ready with Milsoft IVR and OMS!

Key Services Features when Used with Milsoft OMS:

• Assembling crews during chaotic times can also be very challenging.
• Provide customers with current outage information, including:
• Known outage areas
• Ongoing restoration efforts
• Estimated time of restoration
• Customer service solutions that provide customers with real options
• Identify callers and retrieve information
• Automatically answer all calls during   service disruptions
• Offer quality customer service with increased accessibility

*Milsoft OMS. While Milsoft guarantees flawless integration with Milsoft OMS, other OMS's can be used in conjunction with Milsoft IVR. The effectiveness of third party OMS integrations is only as good as the efforts exerted by the provider of the third-party OMS system.

MILSOFT®
Utility Solutions

Milsoft Personnel Notification

Milsoft Personnel Notification is a configurable communications solution for contacting select employees based on a variety of trigger events or scenarios as required by you, our customer. Milsoft Personnel Notification deploys email, text, and voice calls.

Key Functions

• Multiple phone numbers and email addresses
• Automatic retries
• Call one employee at a time until your request for a call back is acknowledged.
• Monitoring and reporting tools
• Dynamic and interactive content

Personnel Notification of OMS related events

• Key Account involved in Outage
• Verified Outage (with status changes)
• Outage affecting more than 100 customers (with status changes)
• Estimated Time of Restoration has expired
• Outage lasting longer than one hour
• Outage Reported (OMS) (each consumer-level outage ticket created)
• All the above events can be made available by district

MILSOFT®
Utility Solutions

Milsoft IVR In the Cloud; Milsoft Hosted IVR

An excellent option for many customers is to have their IVR and Automated Customer Services hosted off-site. A hosted Milsoft IVR solution has a rippling effect throughout your organization. With no hardware and software to maintain, in-house staff can be used to support customers more. Eliminate the need for front-end capital equipment expenses and altogether remove risks obsolescence and equipment depreciation. Hosted IVR positively impacts cash flow while providing all the benefits of an in-house maintained IVR system.

What is a hosted IVR exactly? Hosted IVR resides on servers located off-site. The system is "in the cloud" and functions every bit as effectively as our on-site solution. With hacking and security risks looming for everyone, Milsoft has taken extreme measures to ensure your communications system is safe. Your system will reside in the same facility that boasts some of the most secure clients in the world, including the FBI. Your system will operate within a Terremark facility. Terremark provides enterprises with the world's most sophisticated IT infrastructure and security solutions. Terremark is a leader in the field of securing enterprise-class IT on a global scale with data centers in North America and the international community. They have passed SAS-70 Type II audits.

Milsoft also assures that credit card transactions made by your customers comply with the standard named, Payment Card Industry Data Security Standard (PCI/DSS.) Why is this important? The PCI DSS compliance assures that Milsoft follows an actionable framework for secured payment processes, including prevention, detection, and appropriate reaction to security incidents.
So except not requiring hardware, software, or additional phone capacity at your utility, you get all of the features and benefits of an IVR system installed on-site. Hosted IVR is a great option for utilities wishing to gain benefits while reducing significant upfront investments.

Milsoft Communications (IVR) Systems are in over 250 utilities, with 25% of these on hosted IVR systems. In the past few years, Hosted IVR has become the preferred choice.

Key Milsoft Hosted IVR Metrics -
Performance You Can Rely On

• Over 2.5 Million Outage Calls Processed
• Over 9 Million Proactive Outbound Notification Calls Made
• Nearly 2 Million Payments Made to Utilities
• Over 350 Million Dollars in Payments made to those Utilities

Return On Investment

Effective deployment of well-designed interactive voice response (IVR) systems, can significantly improve customer service to a significant degree while holding the line on costs and, in many cases, actually reducing operating expenses. Milsoft is confident that, regardless of the figures used, interactive voice response systems offer a cost-effective, cost-saving alternative for improving customer service while effectively managing utility overhead. Below are expected results from proper deployment of Milsoft IVR.

• Cost per call falls 66% when compared to cost of customer service representative (CSR)
• Calls that can be taken increase by nearly 340%
• Long term use of IVR system will save over 40% versus CSR
• Long term use of IVR system will reduce cost per calls by 90%

MILSOFT®
Utility Solutions

With You Every Step of the Way

Milsoft has provided interactive voice response systems to the electric utility industry for over 30 years. Milsoft's experienced IVR employees also serve as consultants in system design and configuration. Direct input from Milsoft's design staff helps utility clients avoid the problems and pitfalls that are often associated with the implementation of an automated voice response system.

Following an IVR installation, the ongoing Milsoft maintenance program allows for current modifications to the system. This system customization ensures that both the utility and its customers are completely satisfied with their Milsoft experience.

MILSOFT®
Utility Solutions

Personnel Notification

Milsoft Personnel Notification is a configurable communications solution for contacting select employees based on variety of trigger events or scenarios as required by you, our customer. Milsoft Personnel Notification deploys email, and/or text[1], and/or voice calls[2] to complete the Notification process.

Key Functions

- Multiple phone numbers and email addresses
- Automatic retries
- Call[2] one employee at a time until someone "acknowledges"
    - If no one "acknowledges" (by pressing 1), the list can be reactivated or activate another group
- Monitoring and reporting tools
- Dynamic and interactive content

Personnel Notification of OMSrelated events

- Key Account involved in Outage
- Verified Outage (with status changes)
- Outage affecting more than 100 customers (with status changes)
- Estimated Time of Restoration has expired
- Outage lasting longer than one hour
- Outage Reported (OMS) (each consumer level outage ticket created)
- All above events can be made available by district

Requirements
Milsoft DisSPatch OMS 8.6.4 or higher
1Text Power
2Milsoft IVR 7.39 or higher with Customer Notification