

Consumer Communications



As technology changes, your customers demands will change with it. Daffron's Consumer Communications can help you stay ahead of the curve by providing utility customers with access to key customer self-service functionality.

Meet your customers where they are in terms of technology—and empower them with self-service access that enables them to do business with you on their terms. In exchange, experience the enhanced customer satisfaction and reduced payment processing costs your utility deserves.

eBusiness — Web and Mobile

Bring the benefits of automation and real-time interfaces to your utility billing functions. Your customers have access to utility-related activities using their computer, smartphone, or tablet device—whenever they want.

Value

As a completely hosted solution, Daffron's Consumer Communications provides unequalled value. From online user registration to online payment processing and other customer-facing functionality, all services are provided through Daffron, allowing you to forgo additional investments in hardware and software—saving time, resources, and money.

Text Messaging

Convenient and fast communication of notifications based on customers' preferences—prepaid notifications, disconnect notice, account updates, etc.

Customer Self-Service

Your customers deserve an enhanced, interactive process. eBusiness and Text Messaging provides them access to utility-related activities that will save them time and hassle by using their smartphone or tablet device—whenever they want.

Key standard features include:

- HTML-based application ensures wide availability and acceptance
- Online account registration
- Anywhere and anytime access to bill payment
- Support for multiple accounts per consumer/user
- Email and text notifications
- Outage reporting
- Prepaid billing support—balance payments and notifications
- Graphical usage charts

Like all Daffron solutions, *eBusiness* and *Text Messaging* are tightly integrated with our CIS solution, bringing the benefits of automation and real-time interfaces to your utility billing functions.

