

# Consumer Communications



**As technology changes, your customers demands will change with it. Milsoft'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, Milsoft's Consumer Communications provides unequalled value. From online user registration to online payment processing and other customer-facing functionality, all services are provided through Milsoft, 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 Milsoft 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.

