Milsoft Hosted
Interactive Voice Response

Regardless of whether you use Milsoft IVR in a hosted environment or you purchase it and maintain it at your utility, you get the same benefits of an on-site IVR system. These benefits include fast, reliable performance designed to increase your team's effectiveness and your customer's service levels in a variety of utility environments

Cloud technology offers customers choices regarding whether to buy or not to buy the hardware and software. You can now choose to have your IVR and Automated Customer Services hosted off-site. This has a rippling affect throughout your organization. With no hardware and software to maintain, in-house staff can be used to support customers more. Your IT team is spared the task of maintaining another complex server and communications hardware project. Your budget is spared of large up front capital equipment expenses and the risks of dealing with obsolescence and equipment depreciation is completely removed. In other words, a Hosted IVR may make a lot of sense for your facility.

Automated Customer Service Made Easy

Milsoft's Automated Customer Service System (TeleLink®) is a powerful tool for bolstering customer and employee satisfaction levels. When added to your hosted IVR, the true power of a hosted IVR system is realized in full.

Each day, employees spend hours on simple, repetitive tasks. As a result, Customer Service Representatives often don't have time to deal with complicated issues. When this happens, it is often the customer who suffers. With Milsoft's Automated Customer Service System handling common requests, utility employees can devote more time to resolving difficult problems and providing a higher level of customer service. A significant number of employees would be required to match TeleLink's level of customer service support. For most organizations, this ongoing cost would prevent them from providing this level of service. With TeleLink, a reasonable, one time investment can eliminate the need for more customer service representatives, reducing both utility overhead and long-term expenses.

Hosted Services Must Be Secure

The system is "in the cloud" and functions every bit as effectively as our on-site solution. It's important for us to state that your system is not just on any old server. We treat your system in the same way we would treat our own. With hacking and security risks looming for everyone, Milsoft has taken extreme measures to assure 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 reside in a Terremark facility. Terremark is dedicated to providing 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.

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Key Features of Milsoft Hosted IVR with Automated Customer Service System

• Voice recognition allows customers to speak their responses.

• Contact specific customers to notify them of past due accounts and permit those customers to pay their accounts by credit card.

• Provides account balance, amount due, electricity usage or any other information from customer records that the utility wants to give the customer access to.

• Let employees concentrate on tougher tasks and allow TeleLink to handle the common requests.

• Planned Service Interruptions. Automatically send out messages to all customers that may be affected by maintenance in their areas.

• Meeting Notifications. Need to announce a town-hall meeting or an internal meeting to discuss utility or municipality business? Meeting Notifications would work perfectly for that.

• Scheduling. How about letting customers set up their own schedule with an interactive calendar? Scheduling in Milsoft's Customer Service System allows just that. Customers log in, pick an open time and schedule their services.

• Public Information. Need to get out a public service message? Milsoft is also able to broadcast general or specific groups as the situation requires.

• No hardware, software or T1 lines

• Customer notification

• Delinquent account notification and collection

• Emergency notification

• Surveys

• Automated attendant

• Automated connect, reconnect, and disconnect

• Consumer information

• Payment extensions

• Credit card and e-check payments

• Appointment scheduling

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Key Milsoft Hosted IVR Metrics - Performance You Can Rely On

- Over 3.1 Million Outage Reports

- Over 12.6 Million Outbound Notification Calls Made

- Over 3.3 Million Payments Made to Utilities

- Over 495 Million Dollars in Payments made to Utilities

- Each of these metrics growing by the minute

Credit Cards Must Be Protected

Milsoft also assures that credit card transactions made by your customers are in compliance with Payment Card Industry Data Security Standard (PCI/DSS.) Why is this important? The PCI DSS compliance assures that Milsoft follows an actionable framework for robust payment card data security processes, including prevention, detection, and appropriate reaction to security incidents.

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. There are three pricing methodologies.