



IUCS

Integrated Utility Communication SYSTEM

Interactive Voice Response

- Billing Inquiry
- Bill Payment via Credit/Debit Cards, E-check
- Phone Number Update
- Outage Reporting and Crew Call Out
- Customer Call Back
- Automated Phone Notification
 - Overdue Bill
 - Service shut off
 - Load Management
 - Planned outages
 - Emergencies

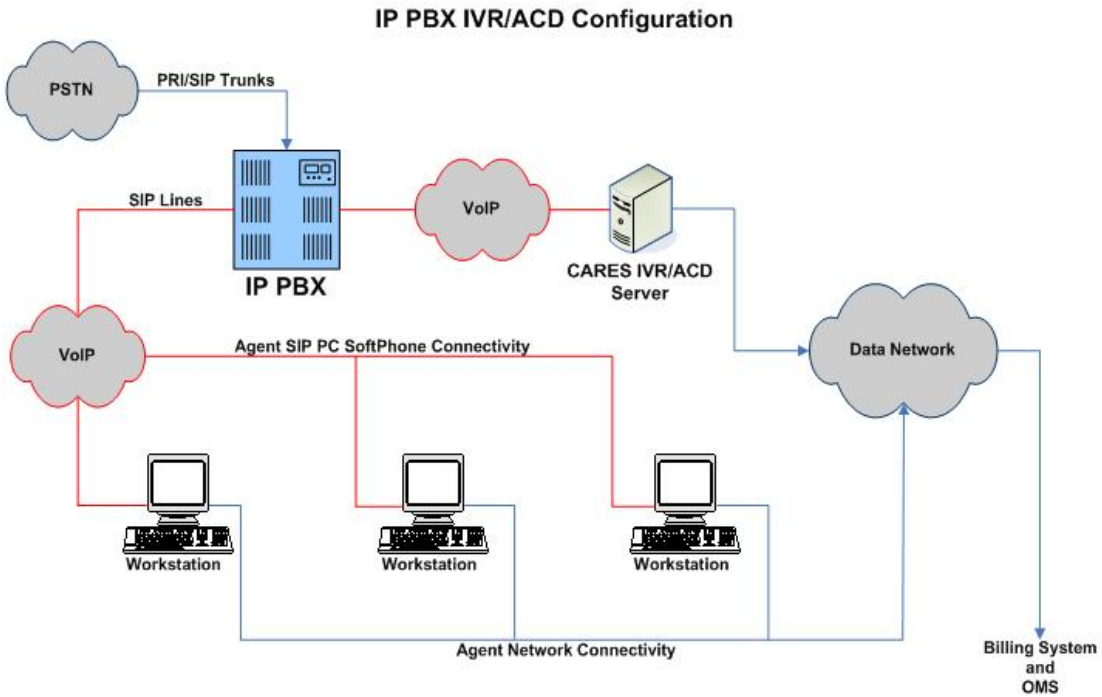
ACD for Customer Service Center

- Auto Attendant
- Skills Based Call Routing
- Unlimited Skills, Splits, Call Queues
- Access to IVR Applications While in Queue
- Queue Status Announcements
- Music and Marketing Messages On Hold
- Multimedia Message Queuing (Voice Message, Email, Fax, Web-Chat)
- Screen Pop of Billing Records
- Call Monitoring and Recording
- Real Time Dashboard Monitor
- Call Center Statistics and Management Tools

Systems Integration

- Any Telephony Solution (PBX, Centrex, VoIP)
- Any Customer Information System Application
- Any Outage Management System Application
- Custom Applications

IUCS Network Illustration using SIP VoIP



IUCS Network Illustration using TDM PBX

