



## Centurion IVR for Utilities

Centurion IVR for Utilities is designed to allow the utility to provide customer services to its consumers 7 days per week 24 hours per day and may be used with any telephone system supporting Analog, T1 / Pri ISDN, or SIP VoIP.

Available IVR self services for use with the utility's Customer Information System (CIS) include:

- Auto Attendant
- Marketing Announcements
- Account Inquiry
- Bill Payment (PCI PA-DSS Certified)
- Payment Arrangements
- Phone Number Update
- Overdue Bill Notification
- Outage Reporting
- Customer Call Back
- Known Outage Announcements

CIS solutions supported include those from:

- ATS
- CSA
- CCNB
- AUS
- Daffron
- SEDC
- Banner
- Martin
- PCS
- Cayenta
- NISC
- H.T.E.

The IVR communicates with callers through menus and prompts and supports touch tone or speech recognition responses from each caller. The caller's account number information is verified and information about the caller's account is obtained from CIS and spoken back to the caller by the IVR.

The Centurion IVR supports receiving information from CIS that identifies consumers who are overdue in paying their bills. The IVR will call consumers on the overdue list and will play a message defined by the utility notifying the consumer they are overdue and read back any information contained within their CIS record. The IVR can offer the consumer the ability to pay their bill electronically or be transferred to a customer service agent, if desired. Additional outbound notification campaigns are supported by the IVR through the Centurion Outbound Notification System that allows the utility to define each campaign and the rules associated with the notification campaign. Rules include when the campaign is to run, if call retries are desired in the event of busies or no answer, and if a message is to be left on answering machines or voice mail. At the conclusion of a campaign, an itemized and summary report is provided.

The IVR may also be used for taking reports of service outages. Callers will be recognized through their Caller ID or by their entry of their telephone

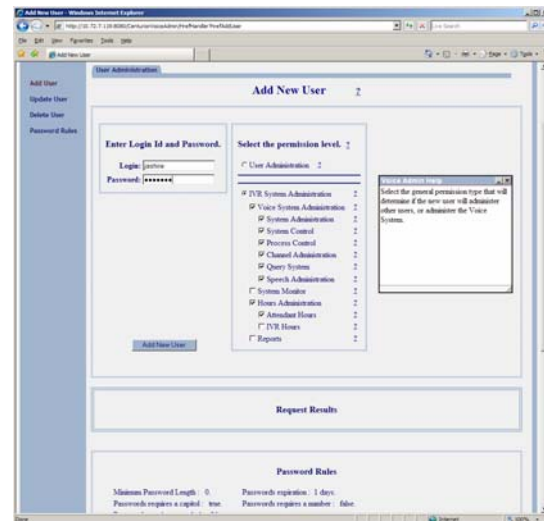
number or account number. The address of the account record will be read back to the caller to ensure the location of the outage being reported is accurate. The caller will then be given the opportunity to request a call back when service has been restored. The caller will be asked for the telephone number for the call back and the number retained in the IVR database until the outage has been cleared and the consumer notified of service restoration.

Centurion's outage reporting system may be utilized in standalone mode or it can be integrated for use with Outage Management Systems from:

- Futura GIS / OMS
- GE Small World
- Milsoft Dispatch
- NISC iVUE
- ABB CadOps
- Azteca
- Telvent Miner & Miner
- Trimble Utility Center
- Advanced Control Systems
- Coulter Mapping Solutions
- Applied Technology Solutions

Centurion IVR comes with a web browser based interface for use in managing the operation of the IVR and for accessing IVR reports. The browser interface includes support for:

- User administration
- User privileges assignment
- Password management
- IVR port management and status
- Business hours administration
- IVR process management
- Voice script management
- Real time port monitor
- IVR reports selection



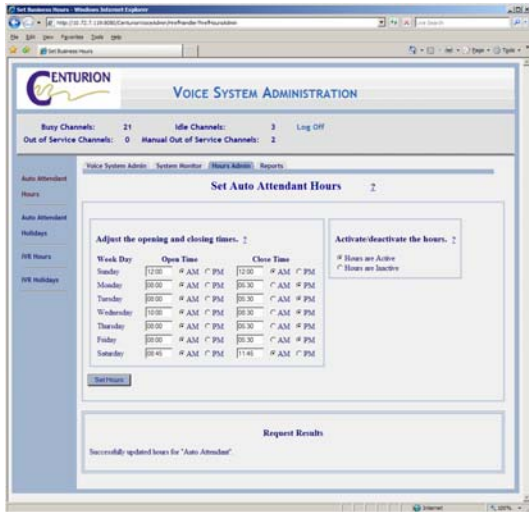


# Centurion IVR for Utilities

An IVR administrator defines those who are allowed to access the IVR, select user privileges, and establish password rules that each user must utilize in order to maintain their ability to access the IVR via their PC's web browser.

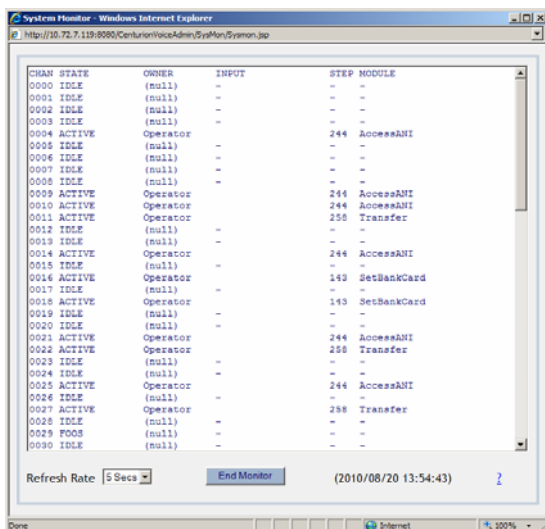
IVR reports are also selected and viewed through the web browser interface and reports may be scheduled in advanced for distribution to selected personnel via the utility's e-mail system.

Reports include a summary of the number of calls per day during selected hours of a day:

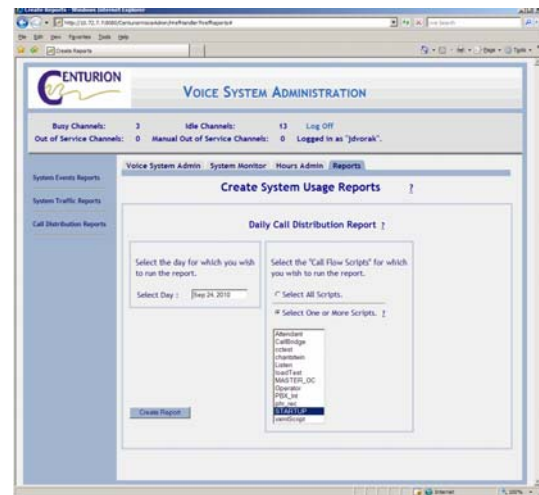


Authorized users establish the hours of IVR operation for weekdays, weekends, and holidays which in turn control the various modes of IVR operation the utility may wish to utilize. IVR ports connected to the utility's telephone systems may be taken out of service and placed into service. Speech phrases may be added and deleted without disrupting the operation of the IVR when a caller is present.

Other reports include daily traffic detail by port by hour, daily traffic summary by port, average length of call per port, time interval reports by port where authorized users selects the dates and times for the report, and menu utilization reports.



The IVR's real time monitor screen shows the current status of each port, which menu is currently being utilized, if a caller is inputting information into an IVR application, and which application module is in use.



The IVR is server based and utilizes Windows 2008, Linux, or VMware ESXi operating systems. It supports Nuance speech recognition and text to speech and includes an integral IBM Solid database in the support of IVR processes. Standard telephony interfaces supported include analog, T1/Pri-ISDN, and SIP VoIP trunks with each server supporting from 4 to 400 ports. Redundancy options supported include virtualization, hot failover, and load sharing.