Reduce costs. Improve service.
Utility Communication Solutions for the new way to work.

+15%
Increase in self service call resolution

-79%
Reduction in walk-in clients

+75%
Self-serve Stop/Move/Add requests

83%
Self-serve service completion rate

Utility companies across North America are dealing with conflicting business challenges:

- Increase resources for manual or low value tasks
- Improve customer satisfaction but use legacy tools that don't meet the needs of the new way to work
- Reduce costs while increasing profits

Organizations need to streamline operations and reduce costs while improving customer service.

Satisfied customers

Unify has designed a communications solution package that efficiently and effectively addresses many of the customer service issues today's utility companies experience.

The **Unify Utility Package** is a proven industry specific program that measurably increases customer satisfaction while reducing costs.

We've combined our award winning solutions and services into a focused offer with the primary capabilities you need to serve your customers better including:

- 24-hour access to your business, with the minimum number of required agents.
- Automation of mundane or repetitive calls through automation
- Stellar professional services to make it happen

Speaking your language

The combination of an industry focused solution in a predesigned package means you get cost savings right from the start and earn an average ROI in less than a year – so much better than a custom solution. And the benefits don't stop there:

- Increase adoption with a field proven application
- Leverage the experience of a custom solution with the pricing of a packaged application
- Confidently deploy a tested solution
- Know your dedicated to the utility industry.

It's also intentionally designed with a very short time to market. As the Unify Utility Package is already in production you have the benefit of leveraging a proven solution. So where a fully customized IVR implementation averages 9 to 18 months, the Unify Utility Package takes on average 50% less time and can be implemented in six to twelve weeks.

And it includes the confidence that comes with Unify's consulting team supporting you through the entire process:

- Dedicated project management to ensure everything stays on track
- Complete design and programming services, should you chose to customize the Unify Utility Package by adding features, languages or integrating to our OpenScape Contact Center solutions.
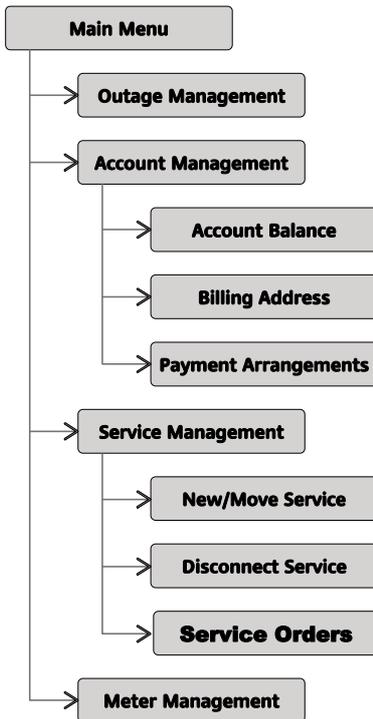
How we do it.

The Unify Utility Package gives your customers self-service access to commonly requested information and a way to inform you of a recent outage without having to wait for an agent.

Using the Unify IVR platform, a caller is guided through a series of audio prompts that provide self-service options, allowing them to easily interact with your company. Use of voice based application with dynamic messaging allows more complex caller application interaction, driving improved customer interaction rates.

At any time during the call, the user may transfer to an agent. The easy-to-follow, pre-defined call flow directs the caller through the entire transaction (see sample call flow). For example, if there is a power outage, the caller will be automatically directed to the outage announcement, providing them with up-to-date information, followed by instructions on what to do if there are down power lines, etc., in their area. Once the transaction is completed, the caller has the option to end the call or to access other important information, such as status of their account.

Unify Utility Package Call Flow

- **Main Menu**
  - Outage Management
  - Account Management
    - Account Balance
    - Billing Address
    - Payment Arrangements
  - Service Management
    - New/Move Service
    - Disconnect Service
    - Service Orders
  - Meter Management

Agent Assistance is used to add a more personalized touch to the application. With this, Automatic Number Identification (ANI) or customer entered data enables a look-up of the caller's account information in your host system or database. This speeds up each transaction, decreases the length of each call and allows the call to be handled by the most appropriate resource.

Test It Yourself

The Unify Utility Package is supplied in Directed Dialog Speech Recognition with DTMF (touch-tone) fallback, providing conversation options that meet every customer's requirements.

To see the Unify Utility Package in action, ask your Unify sales rep for demonstration information. You'll be able to try key features and functions and experience the ease and effectiveness of this proven solution.

Unify Utility Package – Included Services

- Deployment of the selected IVR Environment
  - Selection of Single or High Availability Configuration
  - Selection of Virtual or Physical Servers
- Deployment Options
  - Selection of English, Spanish or both
  - Selection of Voice Talent Or Customer Provided
  - Selection of message flows
  - Selection of Core and Optional Applications
- Included for Connectivity
  - Basic host/DB connectivity programming and consulting.
  - Integration with Unify's OpenScape Contact Center
- Included for Speech Recognition
  - Directed Dialog Speech Recognition, with cut-through and standard Utility application speech library.
- Optional Components
  - Speech turning
  - Speech Analytics
  - Integration with other CTI systems

About Unify

Unify is one of the world's leading communications software and services firms, providing integrated communications solutions for approximately 75 percent of the Fortune Global 500. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and enhances business performance. Unify has a strong heritage of product reliability, innovation, open standards and security.

unify.com

UNIFY Harmonize your enterprise