

customer care solutions



The experience speaks for itself



Nuance Customer Care Solutions :: Utilities Industry

Utilities Customers

- Allegheny Power
- Aquilla
- DTE Energy
- Dominion Power
- Duke Energy
- Energy East
- Indianapolis Power & Light
- National Grid
- Northeast Utilities
- Pacific Gas & Electric
- Public Service Electric & Gas
- Tucson Electric Power
- TXU Energy
- Many more...

Nuance is helping utility companies change the way they interact with their customers.

Our mission is to help you earn happy, loyal customers through great service experiences. We do this by looking at all the ways to enhance customer interactions over the phone, including faster inbound caller identification, intuitive self-service capabilities with speech-recognition, personalized outbound messages, and improved agent efficiency.

Improving the service experience is becoming increasingly important for Utility companies. **Smart Grid technology is revolutionizing the distribution and consumption of energy, and has the potential to cause more complex customer service interactions via the call center.** New challenges will likely include more service calls, longer call durations, increased mis-routed calls, and a need to deliver outbound notifications more efficiently.

Nuance helps Utility companies find solutions to these new challenges, which have substantial financial implications. Our Business Consulting team partners with you to evaluate your technology roadmap and identify solutions with a clear return on investment. With solutions such as Nuance Notification Hub and Call Routing using natural language speech recognition, we help you significantly reduce costs while improving the Caller Experience. Now how SMART is that?

Inbound Self-Service

- Callers describe the reason for their call in their own words.
- Fast connection to automated customer service, which easily identifies caller using their phone number.
- Automated solutions powered by voice-recognition or touchtone.



Customer: "I'd like to get my account balance..."

Outbound Notifications (Voice, SMS and Email)

- Personalized alerts via voice, SMS and email.
- Automated proactive notifications and confirmations.
- Anticipate and displace inbound calls.



Utility: "we expect to restore your power by..."

Productivity Solutions

 Call routing, CTI, screen-pop and customized desktop solutions that provide agents information about the caller for delivering quick, personalized service.



Utility Representative: "Hello Mr. Jones, I understand you'd like to discuss payment options..."



CUSTOMER CARE SOLUTIONS

Nuance Inbound Solutions

Nuance Inbound Solutions automate calls using both speech and touchtone technologies, and they improve the interaction experience by applying best practices in call flow design. Nuance Inbound Solutions include call routing and self-service solutions. Intuitive self-service solutions decrease the need for callers to talk to live agents and reduce operating costs. Our experience in creating self-service solutions is second to none. Worldwide, we've been building them since 1989. Our Inbound Solutions are available on premise, hosted, or by leveraging a flexible hybrid model.

Samples of Inbound Self-Service Applications for the Utilities Industry

Customer Care

- Start/Stop Services
- Meter Reading
- Request Rebate Forms
- Appliance Repair Scheduling

Account Management

- Account Inquiry
- Bill and Payment Transactions
- Name Change
- Budget Plan Enrollment
- Duplicate Bill
- Usage Inquiry

Outage/Trouble Reporting

Outage and Emergency Reporting

Field Service Assistance

- Job/Ticket Management
- Storm Recovery
- Asset Inventory and Condition Assessment
- Call Routing



Nuance Outbound Solutions

Nuance Outbound Solutions deliver personalized, proactive interactions over multiple channels (SMS, voice and email). They help reduce inbound call volumes, prevent customer frustration before it happens, and even generate increased revenue through targeted special offers. With an opt-in functionality, your customers will appreciate getting notifications and alerts when and how they want them.

Samples of Outbound Self-Service Applications for the Utilities Industry

Customer Care

- Appointment Reminder
- Energy Assistance Program/Peak Time Usage Alert
- Planned Outage Alerts
- Outage Restoration Alerts
- Change of Contact Information Confirmation
- Vegetation/Tree Trimming Alert
- Smart Grid Alert
- LIHEAP Information/Registration

Collections

- Pre-paid Account Status
- Payment Reminder
- Disconnect Warning

Business Continuity

- Emergency Notifications
- Pandemic Planning
- Dispatch Notices for Linemen
- IT Alerts

Corporate Communications

- Customer Surveys
- Welcome Calls



Nuance Productivity Solutions

Nuance Productivity Solutions help enable the seamless, efficient and personalized caller experience that your customers deserve. CTI Routing with screen pop and customized desktop applications link data captured in the IVR with information from other databases. An agent's desktop is populated with relevant, prioritized information — so callers are personally greeted and agents are prepared to fulfill customer requests. For the business, this shortens call duration, reduces agent handling time, and enables up-sell and cross-sell opportunities. For the caller, there's a seamless, positive experience.



ENTERPRISE SERVICES

Nuance Can Help You Get There

Nuance is the world's largest consulting and systems integration firm specializing in enterprise-level customer interaction solutions, with over 3,000 deployed applications. Our comprehensive range of services are focused on your needs for on-premise or hosted solutions. Whether business consulting services, application development, systems integration, solution optimization or managed services, we provide you with services customized for your requirements. Nuance's end-to-end customer contact solutions use the latest technologies, leading industry standards and platforms, and leverage your existing backends and legacy systems to optimize customer interaction solutions and enhance your customer's experience.

Nuance self-service contact center solutions help utility companies improve operating efficiencies and how they interact with their customers.

- Reduce costs without sacrificing caller satisfaction
- Increase automation rates with fewer misroutes and zero-outs
- Enable better use of their agents' time and skills



Business Consulting



Design



Development



Systems Integration



Support and Optimization



Hosting



Training



Success Story

Mid-Atlantic utility company adds new applications and utilizes Call Steering to increase call competition rates.

ENVIRONMENT

- Over 1.5 million customers
- Touchtone-based IVR platform reaching its end of life
- Completion rate (measured as the number of callers who enter the IVR and do not transfer) only 32%

SOLUTION

- · Call Steering at the main menu to improve routing
- · New applications include turn on/turn off service, outage reporting, documentation requests, and outbound

RESULTS

• Completion rates have increased to over 46%

about Nuance Communications

Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional services, please visit www.nuance.com/care.

©2010 Nuance Communications, Inc. All rights reserved. Nuance, the Nuance logo, The experience speaks for itself, and SpeakFreely are trademarks and/or registered trademarks of Nuance Communications, Inc., and/or its subsidiaries in the United States and/or other countries. All other trademarks are the properties of their respective owners. DS 011410 NUCC656

"Excellent work...this is a great company that strives to excel at customer satisfaction which they do very well... the end result is a customer contact solution that exceeds our expectations!"

Vice PresidentCall Center TechnologiesMid-Western Utility