

OAISYS® Solutions for the Utility Industry

Enhancing Customer Service and Operational Performance

Advanced Call Recording Functionality Utilities Require

From the smallest rural co-op to the largest regional power and water company, public utilities deal with complex issues over the telephone nearly every minute of every day. Growing call volumes and the desire to raise the bar on customer service standards have prompted many utilities to leverage call recording technology within their operations. The ability to efficiently monitor, evaluate and measure the performance of their agents in dealing with customers has become a key differentiator for many utilities, especially as industry deregulation drives competition. Each and every call handled can become either a shining example of superior customer service or a potentially damaging business complication. OAISYS solutions work to ensure a positive outcome for these phone-based interactions.

Whether Simple or Complex, Every Call Counts

Public and private utility organizations bear a significant responsibility to provide continuous, accurate and reliable service to their customers. Utilities must address a wide variety of operational concerns to uphold that service commitment. Just some of the issues a utility call center regularly contends with include:

- *Outage reports and service crew dispatch*
- *Billing questions and inquiries*
- *Service requests and account activation or termination*
- *Resolution of disputes and account discrepancies*

Some calls may be simply informational in nature, while others can be more complex and may even present serious public safety implications, such as a downed power line or gas leak. In either case, the quality of service provided by call center personnel will factor heavily in determining the ultimate outcome of the situation. The award-winning OAISYS product portfolio, which includes Talkument® voice documentation and Tracer call center management software, offers robust call recording capabilities and quality assurance tools to meet the mission-critical demands of the utility industry.



T R A C E R
Professional Interaction Management





Tracer: Versatile Interaction Management

Tracer is engineered to support sophisticated, high-volume recording needs while also empowering call center managers, supervisors and agents with powerful workforce management tools to help monitor, analyze and enhance individual and group performance. Tracer delivers superior feature functionality, including:

- *Patent-pending OAISYS Portable Voice Document (PVD™) technology, providing a secure means of reviewing, sharing and annotating call recordings*
- *An intuitive user interface with call visualization, which simplifies call recording review and auditing*
- *Effortless organization and search capabilities, allowing a targeted call recording to be retrieved within seconds*
- *Integrated live call monitoring, allowing real-time agent coaching and personnel development*
- *Customizable employee evaluations and informative quality reporting, allowing call centers to proactively monitor, manage and improve workforce performance*
- *Secure system administration that allows for easy assignment of individual and group permissions, as well as log file visibility showing an audit trail of call recording access*
- *Optional desktop screen recording capabilities, enabling a more complete analysis of agent activity*

Tracer call center management software integrates with leading business communications systems, and is easily deployed via a flexible, cost-effective OAISYS call recording platform. Additionally, utilities choosing Tracer for their call center recording needs also receive an unlimited user license for Talkument voice documentation and collaboration software, which enables knowledge workers throughout the entire organization to search, playback, annotate and share their phone-based interactions. With OAISYS, the benefits of call recording extend beyond the walls of the utility call center to support members of every department within the business.



To learn more about OAISYS, Tracer and Talkument, please visit our website at www.oaisys.com or call 888.496.9040 today.

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Power Your Critical Utility Operations with OAISYS

OAISYS can help utility companies optimize customer service, safeguard against disputes and improve overall operational performance. Utilities deploying OAISYS solutions can improve efficiency across multiple key areas, including:

Customer Service and Billing: When customers inquire about their accounts, it is vital their calls are handled professionally, quickly and, most of all, accurately. Tracer helps supervisors confirm that agents interacting with customers receive and relay the correct information, such as account numbers, payment information and service-related issues. The optional screen recording capability can provide an even more complete account of the interaction.

Personnel Development: Staff development and training programs are easily supported using Tracer. With live call monitoring, coaching, evaluating and reporting functionality, Tracer provides utilities with a complete personnel communications development system.

Dispatch Monitoring: Utilizing VOX recording integration, Tracer captures dispatch center telephone and radio communications, providing supervisors with a clear and complete history of what transpired in each set of circumstances they manage. In time-critical scenarios, such as a service outage or emergency repair call, when information must be verified or when uncertainty exists, emergency calls can quickly be played back to confirm vital details.

Regulatory Compliance: Utilities are faced with a myriad of regulations, from the federal government down to the state, county and even municipal level. As a result, transactions and responses must be effectively documented to ensure compliance, pass audits and help resolve allegations of improper actions.

Materials Ordering: From office supplies to tankers of fuel, utilities order significant quantities of materials in order to sustain their operations. If an electric utility has ordered 10,000 tons of coal by phone, and only 1,000 arrive, the issue can quickly devolve into a “he said/she said” dispute that jeopardizes operations. With Tracer, the call can quickly be retrieved and the segment highlighted where the ordering officer states the amount to be delivered. A secure link can then be shared with the supplier to resolve the issue quickly and easily.

Agent Staffing Levels: Tracer’s reporting functionality allows supervisors to identify where the greatest volume of calls is originating from and when they’re occurring. Having a more complete understanding of call volume trends allows management to allocate agent resources more efficiently.

