

ANGEL SOLUTIONS FOR UTILITIES

Utilities are managing new challenges on multiple fronts: deregulation, smart grid, increased customer expectations and the pressures to cut costs—among others. At the center of it all is the contact center—tasked with implementing customer solutions with fewer resources.

Angel is partnering with utilities to enhance the customer experience and reduce costs with intelligent voice automation and innovative contact center solutions.

ALLOW CUSTOMERS TO SELF-SERVE INTELLIGENTLY

Intelligent self-service is essential to keeping costs down, handling peak call volumes and satisfying customers. With powerful back-end technology, data integration, Angel’s CallerFirstSM design and Caller First AnalyticsSM, Angel provides simple, intelligent, personalized communications for your callers.

<p>Account Management & Payment Processing</p>	<p>Fast, easy, and secure phone inquiries and transactions at any time, enable bill payment transactions, comfort level billing, account balance inquires, submit meter readings and more via the telephone.</p>
<p>Start/Stop/Transfer Service</p>	<p>Start, stop and transfer service using speech recognition and Angel Name & Address Capture, which identifies phrases in less than a second with accuracy in excess of 99%.</p>
<p>Outage Reporting</p>	<p>Report outages, update outage conditions, retrieve updated outage information and subscribe for outage alerts.</p>
<p>Outbound Communication</p>	<p>Alert, notify and inform customers via automated voice, email and SMS ... Service start/stop date verification, planned outage alerts, outage/restoration updates, delinquent bills, impending disconnects, more.</p>
<p>Call Center Integration (CTI)</p>	<p>Provides live agents with complete caller information such as call history, relationship to the company and more, saving time and optimizing the call for both parties.</p>



KEY FEATURES:

- Put the Caller First.** Angel Caller FirstSM design employs a system of best practices to ensure a useful, practical experience for the caller.
- Analytics and reporting** powered by MicroStrategy Business Intelligence provides detailed reporting of application performance, call data, voice user interface elements, and more.
- Quick, easy deployment.** With Angel’s Site Builder Toolkit, you can design your solution without coding experience, and make immediate, iterative improvements to your voice applications.
- Easy data integration.** Complete, seamless integration with your backend databases or CRM systems provides unlimited opportunities to provide dynamic and personalized voice and contact center applications for your customers and agents.
- Scalable.** A utility’s voice and contact center solution must be able to scale during an outage. Angel solutions can scale to meet your requirements on demand.
- Next-gen solution—lower TCO:** Reap the benefits of a next generation voice solution without the costs of software, hardware, licenses, maintenance and staffing for a lower total cost of ownership.

ROBUST INTEGRATION WITH YOUR DATABASES AND CRM SYSTEM

Through complete integration with back-end databases or customer relationship management (CRM) systems, Angel enables utilities to personalize each call for the individual caller. Quickly and securely connect your voice applications to your CRM, OMS or other backend databases for better business data analysis and a more complete customer picture.

Personalize the caller experience

Personalize the caller experience by recognizing current customers and personalizing the call flow based on the type of caller and their needs.

Capture customer data

Capture customer data into existing web servers, databases and CRM systems so all customer information and history is located in one place.

Automate routine processes

Automate routine processes by integrating your voice applications to your backend databases for quicker and more streamlined customer access to the information they are seeking.

GAIN INVALUABLE INSIGHT WITH CALLER FIRST ANALYTICS

At the core of all business decisions is the need to analyze and understand data. Angel Caller First Analytics, backed by MicroStrategy Business Intelligence software, provides powerful business-centric analysis of call data with increased insight into the performance of your voice applications so that you can make the best decisions possible, based on data.

Increase customer satisfaction

Gain deep insight into how your voice application is being used and utilize this information to iteratively improve the application to give your customers the best caller experience.

Detect application performance issues

Detect application performance issues through a funnel view. Drill down to calls and recordings. Find out where callers are dropping off in an IVR system and quickly make positive changes to the call flow.

Increase containment

Identify what your customers are commonly calling about and address those issues more reactively through automation, effectively reducing the load on live agents and increasing customer satisfaction by addressing caller needs quickly.

Meet and exceed SLAs

View a dashboard of all core call metrics, including total calls by time-of-day and average call duration, allowing you to structure agent scheduling accordingly.

PART OF THE ANGEL SOLUTIONS SUITE

Angel is a leading provider of on-demand contact center voice automation solutions. The Angel solution delivers value to organizations of all sizes to more productively and efficiently address business problems through the power of voice technology. As a fully hosted solution, no investment in hardware, software, or human resources is required, delivering immediate ROI and easing and simplifying deployment of voice applications that meet unique business needs. Angel is the only provider to offer a web-based toolkit, Site Builder, that facilitates voice menu design through a simple Internet connection and our innovative technology enables complete integration with databases or CRM tools, enhanced scalability and flexible applications. For more information, visit <http://www.angel.com>.