

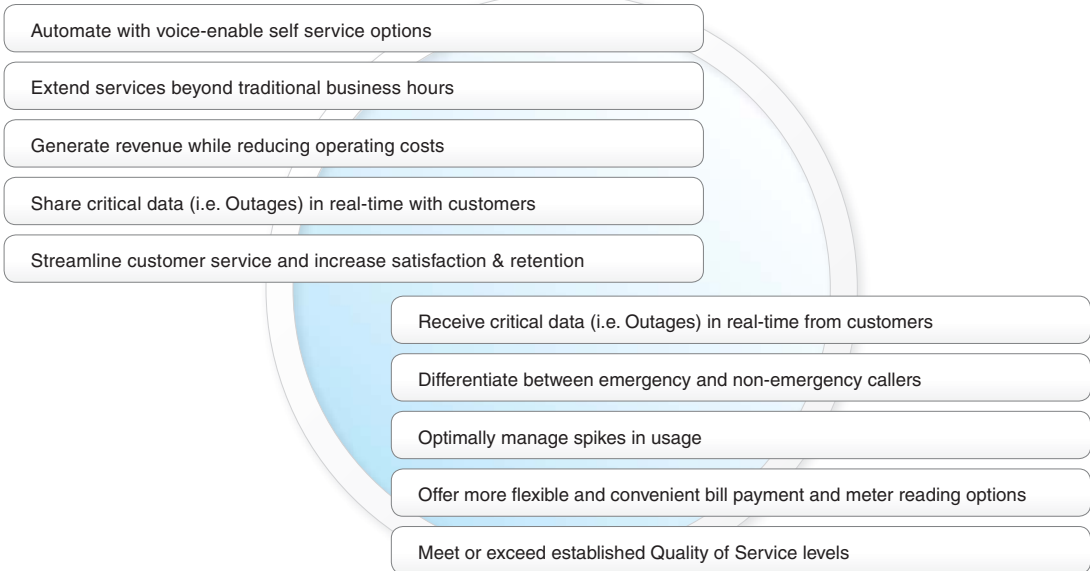


Utilities

Speech-enabled applications transform Utilities service

Utilities balance rising costs, processing inefficiencies, deregulation challenges, sky-rocketing customer expectations, and safety concerns on a daily basis.

Microsoft based xTalk from ComputerTalk delivers speech solutions that address these challenges head on, helping utilities to:



ComputerTalk specializes in speech solutions for water, gas and electric utilities, seamlessly automating civilian care, information delivery, communications, and transactions. Common applications that ComputerTalk provides to Utilities:



voice solutions transform the way utilities do business

- | | |
|-----------------------------|-----------------------------------|
| Billing and account inquiry | Outage updates |
| Usage inquiry | Outbound notification |
| Change of address | Meter reading |
| Duplicate bill request | Bill payment |
| PIN administration | Outbound bill reminder/collection |
| Trouble tickets | Crisis / Outage hotline |
| Auto attendant | Customer surveys |
| Call routing | Custom solutions |
| FAQs | Information / form requests |

Applications

● Emergency Notification System

EMS triggers outbound automated calls (with customizable messages) to any specified distribution list. Inversely, connects mission-critical calls connect instantly with support staff to ensure fastest possible response time

● Service Reporting

Customers identify and report service problems or outages expediently, improving your response and resolution time

● Speech Enabled Auto Attendant

One spoken command gets callers where they need to go – they just say the name of the person or department they're looking for, and if they don't know, the system helps with prompts

● Meter Reporting Services

Drop admin and staffing costs by allowing subscribers to report meter readings via speech-enabled self service from any phone, 24/7

● Billing & Account Manager

Customers pay bills and manage account transactions via the telephone without an agent via speech-enabled self service from any phone, 24/7

● Outbound bill reminder/collection

Outbound messages remind clients to pay their overdue bills – fully automated so staff can focus on more critical, in-depth tasks

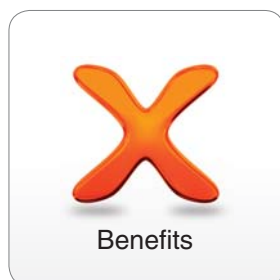
About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit www.computer-talk.com or call 1 800 410 1051.

xTalk Benefits



Extremely flexible open architecture

Non-proprietary development language simplifies adds, changes, and modifications

Lowest total cost of ownership

Industry-leading speech recognition and text-to-speech

Full logging and reporting

xTalk delivers ComputerTalk's voice interface designs on Microsoft's .NET SALT-based platform, leveraging your existing infrastructure and allowing swift, non-disruptive implementation.



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