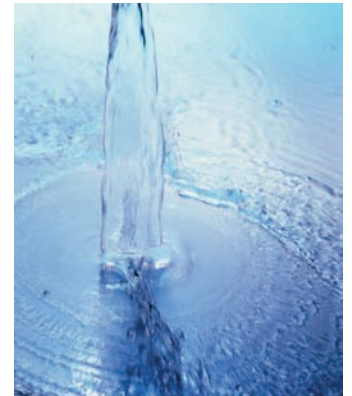


## Optimize the Performance of Your Call Center with a Utilities Analytics Solution

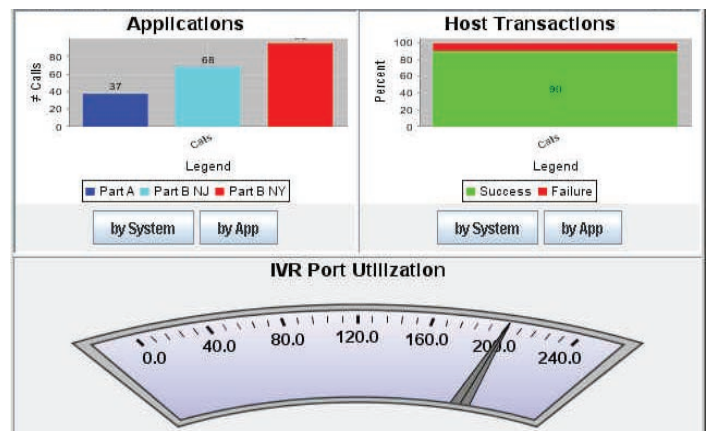
The Utilities industry is subject to some of the most dynamic conditions in the call center and customer service landscape. More Utility service providers are being closely monitored by state regulatory groups so the focus must be on improving customer satisfaction levels, differentiating themselves from competitors while staying within operating budgets. As these pressures increase, Utility service providers must also be prepared to deal with unpredictable call volumes from unforeseen service issues. Information provided by real-time and historical analytics, driven by statistics and reports, are critical to the decision-making process and ultimately to the success of the call center.



### THE UTILITIES ANALYTICS SOLUTION

MicroAutomation's Utilities Analytics Solution includes:

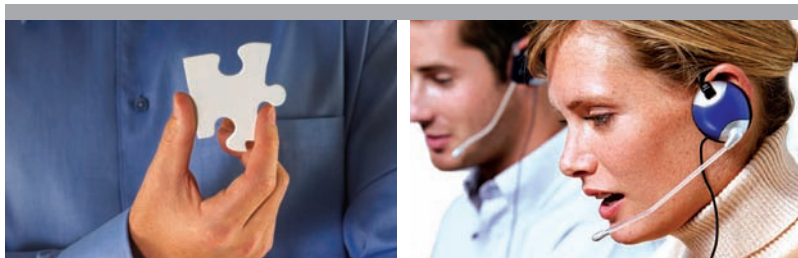
- A Compliance Module to track caller activity and provide documentation that demonstrates the achievement of service levels
- A Solution Monitoring Module to monitor all your automated systems and even live agent performance and real-time status to maximize efficiencies
- A Continuous Improvement Module to pinpoint caller and system issues and provide the necessary data to develop enhancements and measure exactly how the enhancements perform
- A Trend Analysis Module which provides year-to-date information on call volumes, IVR port usage or any metric of your choosing
- Historical and real-time analytics reporting capabilities to track performance both past and present
- Graphical displays interpreting critical data into information for more-informed business decisions
- Easily tailored solutions leveraging your existing contact center infrastructure with 24x7 support available from the MicroAutomation Professional Services team



### THE UTILITIES ANALYTICS SOLUTION BENEFITS

A MicroAutomation Utilities Analytics Solution allows you to optimize call center performance, maximize efficiency and enhance customer service. MicroAutomation has an extensive history of providing solutions which:

- Improve call center processes and reduce costs
- Provide the tools to monitor and evaluate the effectiveness of live agents and the efficiency of your automated applications
- Ensures that your call center meets your customer service targets
- Trace calls from inception to completion
- Empowers call center management with crucial information for improving performance



## THE UTILITIES ANALYTICS MODULES

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A MicroAutomation Utilities Analytics Solution may include reporting capabilities from one or all four modules:

**Compliance Module**- empowers Utility service providers with weekly reports for service level compliance. The reports may include:

- Call Summary Report
- Custom report development available

**Solution Monitoring**- provides real-time and historical internal reporting capabilities for operational assessment

- IVR Port Utilization
- Application Failure Report
- Custom report development available

**Continuous Improvement (CI)**- enhances automation by identifying areas for improvement and features graphical displays for each report which can be represented in an Analytics Dashboard

- Completed Transaction Summary
- Failed Transaction Summary
- Custom report development available
- Provider Failed Transaction Report
- Host Transaction Failure & Analysis Report
- Call Detail & Trace Reports
- Menu Hits Report
- Custom report development available

**Trend Analysis** - delivers year-to-date information on the number of ports used and call volume totals, providing valuable information to help improve efficiencies

- IVR Port Utilization
- Application Utilization Report
- Custom report development available

## ABOUT MICROAUTOMATION

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MicroAutomation is a leading systems integrator offering an extensive range of call center technology solutions and professional services. Since 1991, MicroAutomation has designed, developed, and implemented solutions worldwide in a wide variety of industries, such as Healthcare, Utilities, Emergency Services and Government. We specialize in implementing Self-Service and Call Control applications, as well as providing comprehensive Analytics and Reporting solutions to enhance the overall caller experience. The call center technologies implemented by MicroAutomation improve millions of customer interactions every day. MicroAutomation solutions help companies maximize the efficiency of their call center infrastructures and empower their customer service strategies. MicroAutomation is a privately-held corporation headquartered in Manassas, Virginia.

## CONTACT US FOR FURTHER INFORMATION

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