

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

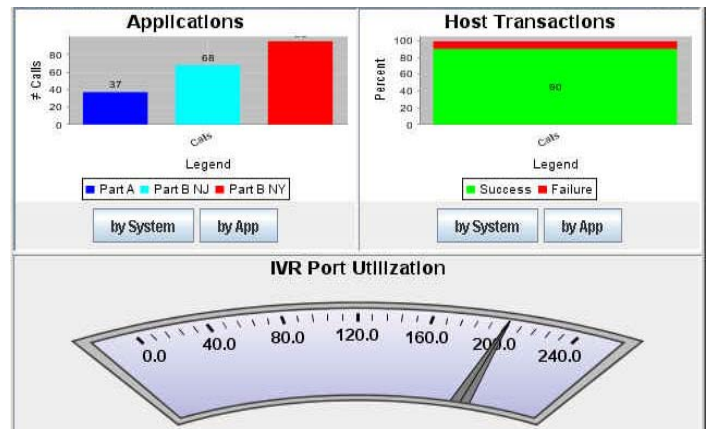
The Utilities industry is subject to some of the most dynamic conditions in the call center and customer service landscape. More Utility service providers are being closely monitored by state regulatory groups so the focus must be on improving customer satisfaction levels, differentiating themselves 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:

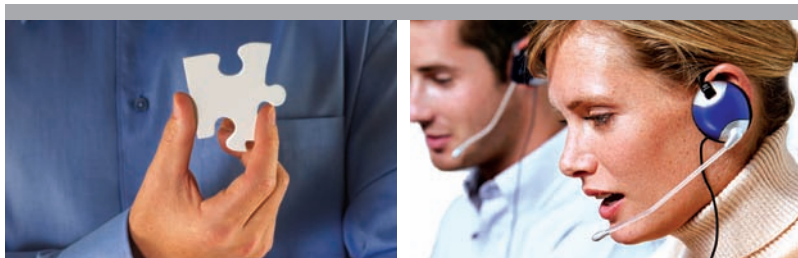
- A Compliance Module to track caller activity and provide documentation that demonstrates the achievement of service levels
- A Solution Monitoring Module to monitor all your automated systems and even live agent performance and real-time status to maximize efficiencies
- A Continuous Improvement Module 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

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

MicroAutomation is a full service integrator of call center solutions and provides a broad range of professional services. MicroAutomation solutions are based on enhancing the caller experience through Speech-enabled Interactive Voice Response (IVR); improving live agent efficiency utilizing Computer Telephony Integration (CTI); and providing analytics tools to report on, manage and refine each solution element to maximize the overall performance of your call center.

MicroAutomation also offers "call inception to completion" products and professional services including:

- The Award Winning Call Center Millennium™ Solution Series
- Complete solution design
- Configurable and custom application development
- Turn-key implementation
- Comprehensive customer support

MicroAutomation has been providing innovative call center solutions for over 15 years to Fortune 1000 companies, healthcare and utilities providers and national, state and local government agencies including emergency response organizations. MicroAutomation is a privately-held company headquartered in Manassas, Virginia, just west of Washington, DC.

CONTACT US FOR FURTHER INFORMATION

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