



# West Corporation

## Utilities Customer Care Program



### Providing a High Degree of Customer Service as an Extension of Your Organization

We provide cost effective customer care solutions that increase call resolution, reduce costs and create unparalleled customer satisfaction, while meeting the stringent compliance requirements of the utility industry.

### Our Solutions are Designed to Meet Your Customer Care Needs

From live agent to IVR, West is dedicated to working with utility companies to craft unique, cost-effective customer care solutions. Our solution to care for and retain more of your valued customers includes:

- "On/Off" Orders
- Information Requests
- Deregulation FAQ's
- Billing Inquiries
- Payment via Live Agents
- Survey Capability
- After Hours Support
- Account Status
- Electronic Trouble Ticket
- Late Bill Notification
- Notification Campaigns

### Solutions That Improve Your Customer Satisfaction

West's Customer Care solution for the utilities industry can improve your customer service by exceeding your key performance indicators (KPIs), which include:

- Improving Customer Satisfaction scores
- Reducing Average Handle Time (AHT) and hold times of inbound calls
- Reducing labor costs by automating more calls in the IVR
- Reducing telecommunications costs by increasing call routing capabilities across the enterprise
- Increase one call resolution rate
- Resolving up to 40% of routine calls within the IVR, allowing agents to prioritize calls more efficiently





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### Why Partner With West

With over 20 years of experience in customer care, West brings several distinct advantages to our utilities clients:

**Customer Care Experience.** West's comprehensive customer contact solutions have the flexibility and capacity utility companies need to weather the storm of high volume call spikes generated from unexpected power outages. Few companies can match our facilities, technology and experience in creating effective customer care solutions for the utility industry.

**An Extension of Your Company.** We serve as an extension of your business. Every utilities agent participates in extensive training on your products, services and company. This allows you to deliver a higher level of care for every contact.

**Notifications Technology.** West's web-based user interface offers the flexibility to create and edit outbound notifications campaigns, view disposition reports, control user administration within your organization, manually upload customer contact information and customize campaigns in a self-service environment. The user interface allows for greater speed to market and provides you with immediate control over the communication you have with your customers.

**Customer Survey Capability.** With our advanced customer survey solution, Insight<sup>SM</sup>, you are able to capture your customers' impressions of your company in real-time. You are able to view and control the entire survey reporting process via a user-friendly web portal. Unlike other survey options, the agent is unaware of the survey offering; therefore, there is no bias in their delivery of service.

### Who we are.

West Corporation is a leading provider of outsourced communication solutions to many of the world's largest companies, organizations and government agencies. West combines telephony, technology and human capital to help its clients communicate effectively, maximize the value of their customer relationships and drive greater profitability from customer related transactions. The company's integrated suite of customized solutions includes worldwide conferencing, emergency communications, customer care, customer acquisition, customer retention, business-to-business sales, account management and accounts receivable management services.

For more information contact us at:

**800-841-9000**

or visit us at [west.com](http://west.com)

