



West Corporation Utilities Customer Service Program

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

West works with our partners to customize programs which are more efficient, cost effective, and provide uncompromising quality and service to your customers. These programs translate to savings which reduce maintenance capital and enable re-investment for future growth initiatives. Many of our partners re-invest in updating technology, Smart Grid, Smart Meter and a variety of green initiatives. With over 23 years of customer service experience, few providers know and understand the contact center business better than West Corporation. We also understand the unique challenges in today's utility space, and how to provide our clients with a competitive advantage when it comes to customer acquisition. West has partnered with some of the industry's leading energy providers for outstanding results.

Our Solutions are Designed to Meet Your Customer Service Needs

From technology to agent services, West is dedicated to working with utility companies to craft unique, cost-effective customer care solutions. Our solutions allow for acquisition and retention of valued customers include:

- Connects and Disconnects
- Information Requests
- Deregulation FAQ's
- Billing Inquiries
- Payment via Live Agents
- Survey Capability
- Maintaining Compliance
- After Hours Support
- Account Status
- Electronic Trouble Ticket
- Late Bill Notification
- Notification Campaigns
- Selling of New bundled services
- Improving Subscriptions and Revenue

Solutions That Improve Your Customer Satisfaction

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

- Improving customer quality scores
- Improving ASA (Average Speed of Answer)
- Improving agent productivity by increasing IVR adoption for simple call types
- Increasing First Call resolution, with measurable results
- Ability to handle load curve and manage volatility

Customized Solutions to Meet Your Needs

- Customer Service
- Customer Acquisition
- Automated Customer Contact Solutions
- Premise or Home-Based Agents
- Business-to-Business Sales
- Accounts Receivable Management





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Why Partner With West

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

Customer Service 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 service 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 service 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, InsightSM, you are able to capture your customers' impressions of their agent experience and your brand in a single survey engagement, 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:

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or visit us at west.com

