

Applications for the Utilities Industry

Service Interruptions / Outage Notifications:

If your company experiences a service interruption such as a power outage, SoundBite Communications' OnDemand Customer Communications™ Platform allows you to instantly send voice messages to those customers in the affected area to inform them of the status of the outage.

SoundBite allows you to be proactive during the service interruption, **resulting in less inbound customer service calls.**

Collections:

Use SoundBite's Interactive Voice Messaging to notify your customers with outstanding balances. With SoundBite, you can verify the recipient is the right party without any agent intervention. The information can then be used to send the qualified debtor to the call center, or go on and pay through self-service. And SoundBite's highly accurate answering machine detection (98 percent accuracy rate; the highest in the industry) means that there will be virtually no hang-ups on a live person. SoundBite helps recover more delinquent accounts faster and at a lower cost than other collections methods.

Surveys / Customer Service:

Send SoundBite messages to poll your customers' satisfaction for maintenance work or performance ratings for power outage response time. If they were not satisfied, the customer can direct connect back to the contact center to obtain resolution.

Schedule Maintenance and Repairs:

Inform customers when maintenance is scheduled and allow them to confirm the arrangements of having a technician come to their home.

Curtailed Notification:

Send detailed, automated notifications when energy consumption and rates are peaking.

About SoundBite Communications, Inc.

SoundBite enables your business to deliver personalized, interactive voice messages to millions of customers. With SoundBite, you can reach your customers with timely, personalized communications and empower them to respond immediately with our leading interactive voice response capabilities or opt-in to be connected directly to a live agent.

- SoundBite is used today by hundreds of Global 2000 companies to dramatically improve customer retention, cross sell new services and improve collections.
- SoundBite is a full service ASP and can have your campaigns up and running in days.
- With SoundBite, you can report on the success of your campaigns in real-time and continually update and improve your campaigns in minutes.
- SoundBite applications have demonstrated incredible and immediate ROI.