



customer care solutions from Nuance



The experience speaks for itself™



Nuance Complete Care Solutions :: Utilities



The utilities industry is facing many challenges with the rising cost of energy, the implementation of the Smart Grid, and increasing customer communications. With these challenges comes an opportunity to evolve the customer care strategy to one that provides valuable, differentiated services that allow your customers to get more done with every interaction.

Nuance Complete Care solutions offer a practical approach for increasing the value of every customer contact for you and for your customers. With Complete Care, Nuance integrates inbound IVR interactions with proactive phone, email, or SMS to engage customers with smarter, automated conversations. Whether they called you or you contacted them, Complete Care solutions save customers time by offering logical, relevant self-service options.

For example, if a customer is making a late payment using the inbound IVR, the Complete Care solution suggests a payment reminder for the following billing cycle. The customer could schedule the reminder as an email, a text message, or even a phone call. And with Complete Care, the reminders are integrated with your IVR. So when your customer receives a scheduled reminder call, they could be offered the option to pay by phone right then and there, “. . .Would you like to pay using your checking account on file?” Your callers will love the convenience of smarter reminders and the fast and simple way their reminders are configured- during everyday transactions.

Complete Care solutions from Nuance drive usage of self-service applications, giving you more use from your existing inbound applications, and making customer service effortless!

Achieve an improved customer experience by transforming discrete customer contacts into productive conversational transactions. Integrated inbound and outbound automated communications make each interaction an opportunity to personalize and validate your communication strategy with your customers.

Nuance Leadership in Utilities

- Over 40 North American utilities customers
- Hundreds of deployed utilities applications around the world
- The only natural language solution focused on utilities
- Significant presence in all global regions with top tier utilities companies
- 20+ years of experience in utilities inbound and outbound applications

Complete Care Solutions for Utilities

360-Degree Payment Management

- Integrated Inbound & Outbound Payment Application
- Multi-Channel Payment Reminder
- Channel-Preferred Payment Confirmation

360-Degree Appointment Management

- Integrated Inbound & Outbound Appointment Reminder Application
- Multi-Channel Appointment Reminders
- Subscription Manager for Customer Channel Preference Management

360-Degree Dynamic Pricing Management

- Integrated Inbound & Outbound Energy Usage Application
- Multi-Channel Time of Use Rate and FAQs Notifications
- Subscription Manager for Customer Channel Preference Management

360-Degree Outage Management

- Integrated Inbound & Outbound Outage Application
- QueueSmart™ for Customer Callback
- Multi-Channel Outage Status Notification

Nuance Complete Care Solutions Benefits for Utilities



Engage customers with smarter automated conversations



Solve more customer problems with fewer calls



Get more from your existing IVR investments

- Communicate more effectively with Smart Meter customers
- Eliminate high cost of missed appointment and increase operational efficiency
- Save customers time by offering convenient self-service within the interaction
- Engage customers in programs to reduce energy consumption, particularly at critical periods
- Reduce cost by leveraging inbound IVR self-service with integrated outbound and deflect inbound calls
- Communicate using the customer's preferred channels

about Nuance Communications

Nuance is in the business of helping companies better support, communicate with and understand their customers while maintaining operational efficiency goals. Nuance currently supports over 8 billion care interactions around the world. No other company has as much experience as Nuance in understanding how customers interface with a care operation. Our vision is to make every customer interaction a winning experience. For more information about our customer interaction solutions, business consulting and professional services, please visit www.nuance.com/care.

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