

DESTINED FOR COMPANIES THAT SUPPLY PUBLIC UTILITIES (GAS, ELECTRICITY AND WATER) IT WILL PROVIDE YOU WITH A TELEPHONE APPLICATION WHERE YOUR CLIENTS MAY RECORD METER READINGS IN A COMFORTABLE AND RAPID MANNER.
IVR>READING METER APP



Reading the meter was never so easy for your client.

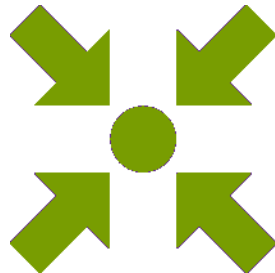
Reading meter app will offer you an additional alternative where you clients may record their meter readings in a comfortable and rapid manner.

The solution is based on a voice application -IVR- that automates the full process involved in collecting the meter readings of public utilities (electricity, gas, water, etc.) and recording them within their systems.

It firstly authenticates the identity of the client through his/her identification document, which may be introduced via their telephone's keypad or via voice, thanks to voice recognition technology. Once the client's identity has been authenticated, he/she will be asked to introduce their meter's reading, allowing for the introduction of the readings of other meters if the client has more than one contract.

It permits the possibility of using TTS technology (Text-To-Speech technology) to offer a personalised greeting to each client, to confirm the data recorded therein, and to offer commercial information during the call.

This solution is easily implemented, fast and flexible, in that it can adapt to your business requirements.



OFFER AN ALTERNATIVE

- Thanks to this system, in which the call to carry out this task is reduced to seconds, your client will be able to offer you the ticket corresponding to his/her seat so that your company may put it on sale.

OPTIMISATION AND COST SAVINGS

- Having a call centre handling calls in which clients provide meter readings can have a high cost. Reduce agent administration times in meter reading operations through the automation of calls, with the cost savings that this implies, with this packaged solution that has a low implementation cost.

TECHNICAL INFO

IVR platforms:

Avaya Aura Experience Portal
Genesys Voice Portal
Nortel MPS
Voxeo Prophecy
Altitude and any IVR based on VoiceXML technology.

Databases:

Oracle
MySQL
DB2
Microsoft SQL Server.

Application servers:

Apache Tomcat / Apache TomEE
Oracle Weblogic
IBM Websphere
Glassfish
Jetty
jBoss.

Operating system:

Windows Server
Linux

TTS engines:

Nuance Vocalizer
Loquendo TTS
Verbio.

Recognition engines:

Nuance Recognizer
Loquendo ASR
Verbio



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