

Automated Customer Survey

Improve Customer Satisfaction, Reduce Costs



Easily tailored to fit your needs, TFCC's Automated Customer Survey is a great way to improve business and retain your customers. We'll work with you to identify your top concerns, and then prepare your survey to be delivered via automated voice phone calls directly to your customers.

We'll also help you develop questions that can be easily answered by either advanced speech recognition or by pressing the keys on a phone pad. Customers also have the option of leaving additional remarks at the end of the automated survey – ensuring that each and every comment is heard.

Once a customer completes a survey, the feedback is immediately posted on a secure web site where you can view the results in real-time. The information gathered is separated into specified categories, such as call center, agent representative, customer account number and survey answers. This makes it easy for you to track your agents, contact your customers, and keep business running smoothly.

From customer satisfaction, to gathering feedback on new products, surveying your customers helps you gain valuable insight from the very people who help your company to succeed. All with TFCC's Automated Customer Survey.

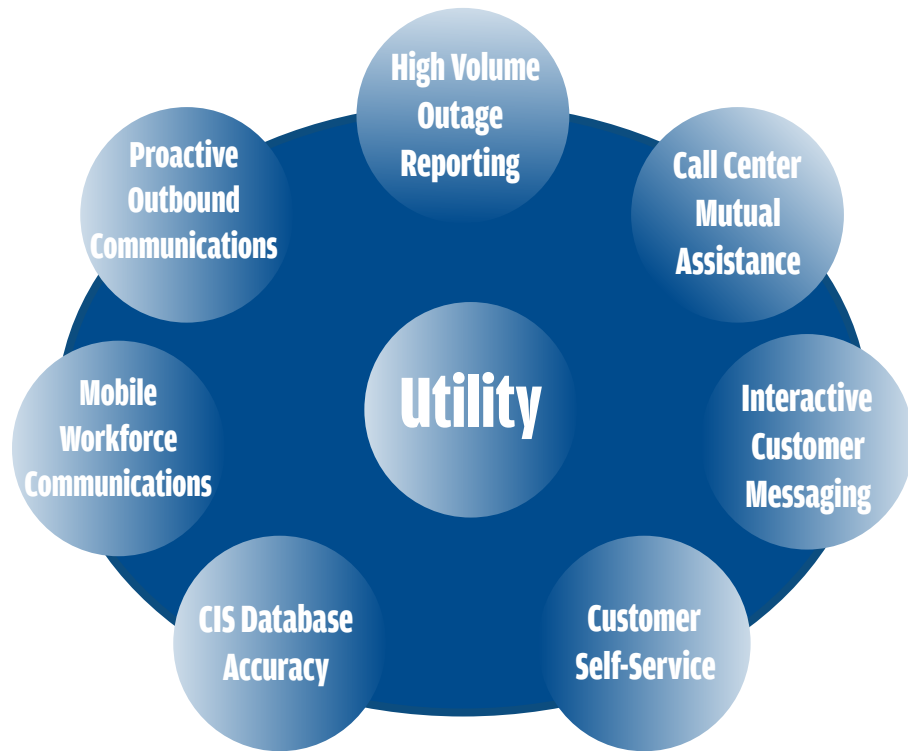
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Twenty First Century
Communications



Utility Communication Solution

Inbound or outbound. High-volume or highly specialized. These communication solutions help you quickly share information, streamline operations and provide top notch customer service. Each component is engineered to work together, functioning as a completely integrated utility communication solution.



Key Survey Benefits:

- Cost-effective – up to 75% less than live agents
- High participation rate – more than 35%
- Consistent message each and every time
- Track customer satisfaction by customer service representative
- Reach target population in matter of minutes or hours
- Real-time web based daily reporting – listen to customer comments immediately
- Downloadable data for further tracking and reporting
- Daily reporting is easily integrated to your internal database systems
- Available in multiple languages
- Easily set-up within days

Utility Heritage

We have a 20-year track record of building highly reliable utility telecommunications solutions. More than 80 utilities, cooperatives and municipalities count on our proven utility expertise to minimize risk, reduce cost, relieve their call center, respond to a crisis, protect people and resources, mobilize work crews and much more. Our utility solutions:

- Cover 70% of American households
- Are used by 3 of 4 Fortune 500 utilities, including 9 of the 10 largest in the U.S.
- Host & support a client base of more than 91 million contact records
- Manage over 28 million customer calls regularly

TFCC has been a leading provider to utilities for over two decades.

Visit tfcci.com/products or call **800.382.8356** to get details and get in touch.