

# Customer Sign-Up Page



Allow your customers the convenience to sign up for SMS/text, email, and phone call alerts about service updates, bills due or past due, usage statistics, curtailment requests, peak pricing events and more. Some customers may want to receive SMS/text or email for all alerts, while others may want to receive only phone calls, and others may want a mix. With a registration page, you can offer your customers the flexibility to specify which communication channels you use to send them alerts, letting them decide how they want to receive information from you to best fit their needs.

When TFCC builds and hosts your customer registration page, we host all the customer preference data so you don't have to go through the hassle, time and expense of trying to integrate it into your systems. Later on, if you ever want to bring all the data in-house, you can easily do so; you won't lose the data, not TFCC.

# UTILITIES

## Customer preferences made simple with the Customer Sign-Up Page

Having TFCC build a customer registration page is easy. We can easily integrate it into your existing web site for a clean and seamless experience for your customers. And we take care of all the legal requirements surrounding opting out of SMS/text messages and unsubscribing from emails.

With a registration page, your customers can stay better informed and more satisfied, while helping to reduce costs associated with inbound calls to live agents and IVRs -- plus, it's easy to set up. With TFCC Customer Sign-Up Page you'll:

- Increase customer engagement and satisfaction
- Help reduce call center volume and costs
- Require minimal IT resources saving time, effort and cost versus developing an in-house solution

### Features include:

- Seamless integration with your utility's existing website
- Easy to set up and no maintenance for the utility
- Allows customers to sign up to receive a variety of messages via SMS/text, email and phone
- Allows customers to change their notification preferences anytime however often they like
- Complements TFCC's web-based outage reporting

### Utility Communications 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.



TFCC has been a leading provider to utilities for over two decades. Visit [tfcci.com](http://tfcci.com) or call **800.382.8356** to get details and get in touch.