

Mobile Workforce Communications



Field Connect

Utility professionals agree that getting timely information from field personnel regarding the status or closure of trouble tickets is an ongoing issue. Because safety and reliability must always be of primary concern, providing information to feed relevant back-end systems is often not a priority for your field crews or the supporting distribution and transmission personnel. Nevertheless, the need for the data doesn't go away.

TFCC's Field Connect provides a customized inbound calling application that enables utility field crews and / or "foreign" crews to call an automated system to update an event ETR, update an event cause code, confirm the device status or close the event. Internal systems are then updated automatically. Management is able to view and query call detail records as well as view summary data on the outageinfo.com website.

UTILITIES

Field communications that close the loop for real-time restoration information.

With Field Connect you can update and leverage existing direct connect infrastructure with newly developed field connect-specific transactions. Field crews are able to call into an IVR application to update event information from the field.

Field Connect also frees up dispatchers. Most utilities require crews to call dispatchers to report their status. In large outages there are often more crews calling in than there are dispatchers to take calls. So crews can't move on to the next job until they reach a dispatcher, or they move on without updating the dispatcher, or they move on and update the dispatcher long after power was restored. Field Connect alleviates this bottleneck.

Crews don't need specialized equipment to report their status; just a phone, which they all have, and which is easy to carry.

Features include:

- All completely automated
- Accurate information is provided to customer in real-time
- Increases the effectiveness of the utility's IVR and customer self-service systems
- Improves the visibility of overall event status
- Reduces the noise and confusion in the "storm room"
- Virtually no training required - easy to use
- Mutual aid crews can use the system immediately
- Faster information for work management decisions

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 or call **800.382.8356** to get details and get in touch.