

Power goes out. We come in.



As a utility, you're operating not only a business, but also a public trust. Maintaining that trust depends upon your ability to offer your customers safe, reliable resources and timely customer service.

TFCC's High Volume Call Answering (HVCA) system is designed specifically for utility companies to field incoming call traffic resulting from power outages. HVCA takes the calls away from the call center across its massive interactive voice response (IVR) platform to minimize the impact on your daily operations.

HVCA collects information from the caller and feeds pertinent information into your outage management, customer information and workforce management systems. Then, it returns estimated restoration times to customers and performs call backs for restoration verification.

Having to handle a high volume of inbound calls in a short time - especially in the event of an emergency - can quickly overload your switchboards and call centers. With TFCC you'll be able to answer every call while keeping your local lines open - allowing you to meet your customers' ongoing needs without interruption. That means no caller ever receives a busy signal, and you can immediately provide them with information and peace of mind.

Twenty First Century Communications, Inc.
750 Communications Parkway
Columbus, Ohio 43214
800-382-8356
www.tfcci.com


Twenty First Century
Communications

UTILITIES

We serve over 70% of homes in America for electrical utility companies.

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It also means you can maintain routine operations regardless of what's going on outside your call center. In addition to making your organization more capable and responsive, HVCA ensures you can continue to do business and your people can focus on their core responsibilities.

Features include:

- *No busy signals
- *Industry-standard for outage reporting
- *24/7 technical support
- *Personal Client Manager
- *No hardware to buy
- *No software licenses
- *No additional phone lines to install
- *Customized to fit your organization
- *Designed to integrate with your OMS, CIS, and WMS systems

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.



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

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