

# Mutual Assistance for Call Centers.



Mutual assistance is a cornerstone of the utility industry. But until now, it has been limited to line crews, equipment and other resources related to actual restoration efforts. TFCC's Mutual Assistance Routing System (MARS) (patent pending) makes it possible for utilities to help each other with the customer aspect of outage management.

MARS allows utilities to assist each other with agent-answered calls during large or extended outages. It is the next evolution of TFCC's industry-standard HVCA system which is widely used by utilities for high volume call answering in outage situations. While outsourcing outage calls to non-utility call centers has occurred for years, MARS makes it possible to outsource these same calls to actual utility CSRs with industry knowledge and experience.

# UTILITIES

## Next generation technology today.

TFCC was approached by member utilities of a regional mutual assistance group and asked to develop a system where agents from other utilities could assist in taking outage calls for members when needed. MARS was built based on input from several members. In keeping with TFCC's practice of providing customized solutions to utilities of all types and sizes, MARS was designed by utilities for utilities.

A key feature, MARS can process calls from any carrier to any carrier. This means utility outage calls can be routed from TFCC's platform regardless of which telecom carrier the utility uses. This removes the challenge of carrier-to-carrier transfer

### 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.



### Features include:

- Allows utility staff working extended hours to have adequate rest and avoid burnout
- Limits second role staff to engage in supporting outage calls during peak call volume periods
- Minimizes the backlog on other related jobs normally performed by second role staff
- Enables utility to work out special arrangements with responding utilities for extended support requirements

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

Visit [tfcci.com/products/mars](http://tfcci.com/products/mars) or call **800.382.8356** to get details and get in touch.