

Utilities OnCall™ - Case Study

Customer Profile: Mountaineer Gas Company

Number of Employees: 400
Products and Services: Natural Gas Utility
Location: West Virginia, US



Utilities OnCall™

Business Problem

What business problem did you want to solve with your IVR solution?

- With a high volume of calls, we needed a solution that would reduce the number of calls that required personal interaction.
- The targeted calls for this solution accounted for such requests as account balance, payment options information, account history and more.
- By reducing the call volume we in turn hoped to reduce operational costs.

Have you tried to previously address this issue?

- We were served previously by a different IVR provider. We heard about Vocantas through another Utility that is successfully using the solution.

Solution

- Vocantas Utilities OnCall solution through Cogsdale Corporation.
- The application is available by all customers (over 200,000) and offered as an option in the initial telephone menu. We have already seen approximately 50% of our customer service calls being resolved within the Vocantas IVR solution.



Benefits

- The Vocantas staff we worked with were very professional, offering good solutions in a timely manner.
- The Cogsdale relationship made the selection of this IVR solution an easy decision for us. The system seamlessly integrated with our existing database and enterprise solutions.
- We are already enjoying improved efficiencies and reduced overall operational costs associated with our customer service center.

“During the design, installation and implementation of new customer services, Vocantas provided very good consultation and service in meeting our needs to go live on the target date”.

-Larry Meador, Customer Service Manager Mountaineer Gas Company



Headquartered in Ottawa, Canada, Vocantas is a privately owned company founded by Gary Hannah. Vocantas, founded in 2003, develops interactive voice response systems (IVRS) that automate routine telephone communications. Using a combination of advanced computer telephony and speech recognition technologies, the company has developed proven IVR solutions for telehealth, student outreach and utilities. Vocantas currently serves over 40 clients in Canada and the US in a wide range of markets including healthcare, higher education, utilities and customer service.