

minutes,” said Frank Avila, the utility’s customer service manager. “All in all, it’s meant a big boost to productivity.”

“We were delighted and pleasantly surprised with how quickly everybody adopted and adapted to the system,” added Chris D’Urso. “The reps find that it’s completely intuitive. It only took them minutes to realize how much easier their jobs would be. Morale among the reps has definitely gone up. And the customers are certainly more content.”

UP AND RUNNING

The reps are also able to email a PDF of the bill to customers in real time, which has helped reduce the number of callbacks. The utility’s managers were pleased to discover that e2 Vault supports both customer service requirements and the utility’s requirement for online presentment and e-payment in a single integrated solution.

Said D’Urso: “We were looking for something that would enable us to add an e-payment option when our customers decided they wanted it and Group 1’s solution lets us readily extend the solution in that direction – we will have e-payment and presentment available in days.”



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For more information about our products and services, please log onto our web site: www.g1.com

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