

## Request – Resolve – Satisfy

# Proactive outage management, for smooth operations.

An advanced outage management system with integrated CRM offers multiple communication channels to consumers enabling consumers who chose their preferred mode of communication. System utilizes data gathered from various automation systems to build intelligence to optimize field team allocation and thereby reducing fault rectification time significantly. System optimizes resource based on factors such as availability and severity of the outage, ensuring efficient response times.

Consumer can connect via all possible modes

SMS    WhatsApp    IVRS    Call Center    email    Missed Call    Website    Twitter    Facebook    Chatbot & Voicebot



### Integration

- Billing System
- RT-DAS
- Smart Meter
- GIS
- Citizen App

### Core System

- Telephony
- Workforce Module
- Breakdown Portal
- Consumer Feedback
- Fault Management
- Reporting Engine

### Users

- CMD
- MD / Directors
- Officers
- CCC Agents
- FRT / SSO

### Backend System

- Scheduler
- Notification Module
- Condition Monitor
- Quality Check

### Expected Outcome

Enhanced Customer Experience	Fault Restoration Time Reduction
Fault Analysis for Preventive Maintenance	Optimal Work Allocation to Field Teams
Field Team Performance Monitoring	Real-time Data Analytics For System Improvement

## Key Features



### Complaints

Register a complaint from the consumer with the necessary details, complaint type and the priority.



### Track Status

Dispatch the registered complaints to the concerned departments as defined by the work and process flow.



### Requests

Service Requests related to meter, bill, connections and disconnections can be registered via IVRS, App and web.



### Reminders

The bill payment reminder dialer can be controlled by setting the number of days before the due date.



### Info Broadcast

Latest updates in the Utility and prioritizing those updates which are facilitated through the web portal.



### Outage Control

Ensure timely response and detection related to outages on breakdown portal and officers applications.



### Feedback

Rate the experience of utility provided services to share and improve the existing facilities and improve satisfaction.



### Calculators

Overview of the calculations for consumption, load, billing, and their estimations based on various criteria/metrics.



### Escalation

The system supports choosing First, Second, and Beyond the Escalations options in the application concerning complaint/request type.



### Smooth Integration

Integrate seamlessly with your existing systems or third party applications to deliver a streamlined experience.



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