

# Don't Leave Your Customers in the Dark

powerassist

util-assist | Solutions. Simplified.

PowerAssist is a 24/7 outage management contact center that enables fast, personalized service across multiple channels plus the ability to scale during widespread outages at a fraction of standard costs.



**Multi-channel** customer service, outbound alerts, and social media.



Guaranteed preferential access for **key accounts**.



**Scalable** during peak periods and widespread outages.



Based on an **affordable** shared services model.

## The PowerAssist Advantage

PowerAssist is much more than a traditional call center. Our skilled agents understand power system delivery and are trained on your utility systems (CIS, AMI, OMS) to triage and validate outage reports, reducing truck rolls and letting you focus on getting the power restored.



**Ping meters and verify power status**



**Validate existing service orders**



**Report and log incidents**

## Deliver Customer Choice

Your customers expect multiple contact channels for convenience and speed, including the option to interact with a live agent, especially during an emergency. PowerAssist is a holistic solution that meets the needs of your customers across the entire spectrum.



**Billboard messaging**



**SMS Billboard message**



**Webchat (Auto response)**



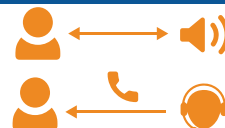
**IVR & Chatbot integration to OMS**



**Interactive SMS with live agents**



**Interactive webchat with live agents**



**Interactive voice with callback option**



**Full agent voice interaction**