



Expect as much from us as your community expects from you

AUTOMATED TELEPHONING

AUTOMATED TELEPHONING's combination of hardware and software enables inbound and outbound telephoning which provides routine utility billing information at any time of the day or night. It automatically notifies selected customers of special situations.

Inbound

Besides reducing staff time spent addressing routine inquiries, **AUTOMATED TELEPHONING** enables the customer to use a telephone key pad to obtain around-the-clock access to:

- Current Balance
- Current Charges
- Payment Due Date
- Past Due Amount
- Last Payment Amount
- Last Payment Date
- Current Meter Reading
- Current Reading Date
- Current Usage
- Previous Meter Reading
- Previous Meter Reading Date

Outbound

AUTOMATED TELEPHONING digitally records custom voice messages (such as past due notices and or advisories) which can be automatically telephoned to customer lists generated by **UTILITY BILLING**:

- Route, portion of a route, or multiple routes
- Section or billing cycle
- Street or address range on a particular street
- Past due status
- Service type
- Rate code type
- Others

Specific customers can be added or excluded. Beginning and ending for contacts are easily set. The process can be paused, restarted or aborted at any time.

Reports

AUTOMATED TELEPHONING reports of number of calls per hour by date (while identifying account numbers for which information was accessed). It reports successful and unsuccessful attempted contacts as well as busy signals. Also provided is an on-line history of who was contacted, when they were contacted and the message.

AUTOMATED TELEPHONING requires a computer dedicated solely to its use and equipped with a specialized telephone adapter which controls one or more dedicated lines. The dedicated computer must be configured for the adapter and application software to enable **AUTOMATED TELEPHONING** to process calls on multiple lines simultaneously.

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