Proactive engagement
Outage communications.

Consistent, rapid communications for utilities.

Outages can wreak havoc on customer satisfaction and the call center. Inbound calls drastically spike, agent resources are taxed, and customer satisfaction typically declines during outages. You can contact your customers before they call you, keeping them informed of their service status with proactive communication. The result: fewer calls to the contact center and improved customer satisfaction.

Nuance Outage Communications help turn outages into an opportunity to demonstrate commitment to service, while cutting costs and building efficiency. By proactively communicating with customers and giving them critical information during and after an outage, you reduce inbound calls, verify outage areas, provide safety information, and confirm restoration.

Proven Expertise
Nuance helps more than 20 of the nation's largest utilities, like Alliant Energy, Pacific Gas & Electric, and Southern California Edison automate their outage communication process and ensure customer satisfaction. With more than 5.3 billion communications delivered on behalf of some of the nation's largest companies, we've developed a unique set of capabilities that are proven to help our clients achieve results.

Consider Southern California Edison's outcomes:

– Collapsed notification time from one hour to just 15 minutes
– Reduced dependency on agent resource
– Eliminated the need for multiple systems.
– Streamlined multiple processes, from critical care notifications to demand response programs.

"With Nuance, we've been able to cut the time it takes to get notifications out from hours to under 15 minutes, and we have a single, integrated system." -Mark Wallenrod, Southern California Edison

Key benefits
– Contacts large groups of customers within minutes
– Deflects calls into the call center and reduces strain on agent resources
– Effectively manages outages with minimal resources and money
– Improves customer satisfaction by keeping customers informed of outages and outage status

To learn more, please call 1-866-968-2634 and say "Sales Department."

Features
– **Reliable delivery and multiple channel reach.**
  - Ensure customers receive and acknowledge messages
  - Escalate messages between devices or people
  - Guaranteed delivery service levels
– **Easy to administer.**
  - Multiple ways to activate messages, including web, phone, and smart phone
  - Identify like customers on the fly, such as by circuit ID or zip code
  - Advanced Administrator Security lets you define your own security model of access and privacy
  - Pre-built scenarios enable you to quickly send a message with a few mouse clicks or via the phone
– **Complete tracking and reporting**.
  - More than 14 reports available in Excel, PDF, HTML, PDF, and CSV formats provide an audit trail to ensure regulatory compliance
  - Chart report data in HTML and PDF to quickly review message delivery and response
  - Web-based real-time tracking of messages delivery and response
– **Message templates for quick deployment.**
  - Three content types about power outage, power outage status, and safety information

NUANCE

About proactive engagement
Through the acquisition of Varolii Corporation, Nuance has become a leading provider of consumer engagement applications. Our cloud-based platform enables companies to deliver personalized communication on a large scale, achieving better results from fewer interactions. Leveraging voice, text, email and smartphone push notifications, organizations are able to effectively reduce their cost of operations and improve service. More than 450 companies trust us to manage millions of interactions every business day. There are more than 40 healthcare organizations among our outbound clients, for whom we deliver 150 million messages every year. Follow us on Twitter: @NuanceEnt

About Nuance Communications, Inc.
Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.