

# **Welcome to the Contact Center**

## **Tour Leader Talking Points**

### **Contact Center**

The Vectren Contact Center maintains contact with our customers via telephone, e-mail, fax, mail correspondence, and web services. Our Customer Care Specialists are the front line to our customers.

### **Billing**

The Billing department within the Contact Center handles a variety of tasks relating to customer billing inquiries and review of bill print exceptions. They also provide assistance in handling customer calls for the Contact Center in periods of high call volume.

### **Schedule Force Administration**

These specialists are responsible for the forecasting of workflow volumes and subsequent scheduling of staffing within the Contact Center. In addition, this department continuously monitors call activity throughout the day and makes any real-time adjustments that may be necessary.

### **Quality Assurance**

These specialists are responsible for monitoring customer contact to ensure high quality customer care standards are being met. An automated recording system captures incoming telephone calls and records a random sampling from each representative. In addition, e-service correspondence is reviewed for the same adherence to quality standards.

### **Training**

This department is responsible for new and remedial training and development of contact center resources. This includes development and delivery of the training program for our Evansville location and our outsourced call handling partner in Charlotte, North Carolina.

### **New Business Service Center**

The NBSC serves as a "one-stop-shop" for Builders, Developers, and Contractors, and other customers who are requesting the installation of new gas service and electric lines. This area is responsible for all new permanent and temporary utility service requests, new meter set requests, and builder/developer billing questions. The NBSC also handles all relocation, retire service, outdoor lighting, and summer cycler (electric load shaving program) requests, as well as provides assistance to the general Contact Center during periods of high call volume. Requests processed by the NBSC are received via telephone, fax, and internet.