



NSTAR Contact Center Capable of Handling Large Call Volumes



Environment

With revenues of \$2.7 billion and assets totaling \$5.8 billion NSTAR (formerly Boston Edison), headquartered in Boston, transmits and delivers electricity and natural gas to 1.3 million residential and business customers in over 100 Eastern Massachusetts communities. NSTAR's regulated subsidiaries have more than 3,000 employees. NSTAR needed a scalable system for handling increasing call volume into their contact center. Viecore, a trusted partner of NSTAR's, was asked to design the solution.

Solution

Viecore built applications for voice self-service utilizing the Edify platform. These applications connected the CIS host system by using 3270 screen scraping to deliver customer data for the Account Balance, Meter Read, and Customer Information applications. Then connected to an Oracle 8i database for all credit transactions such as the Pay by Phone and Payment Plan applications. Viecore also utilized its' library of pre-built assets to speed the delivery process and ensure rapid application development.

Results

NSTAR benefited from increased productivity and operating efficiency of the Customer Service Personnel through the offloading of up to 50% of call volumes. All services are available to customers 24 hours a day, 7 days a week. The outlook for NSTAR is bright, and as their business grows, they can easily add more functionality and lines to their voice self-service solution.

Fast Facts

- Offloaded up to 50% of calls to CSP's
- Scalable beyond 50,000 calls per day

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