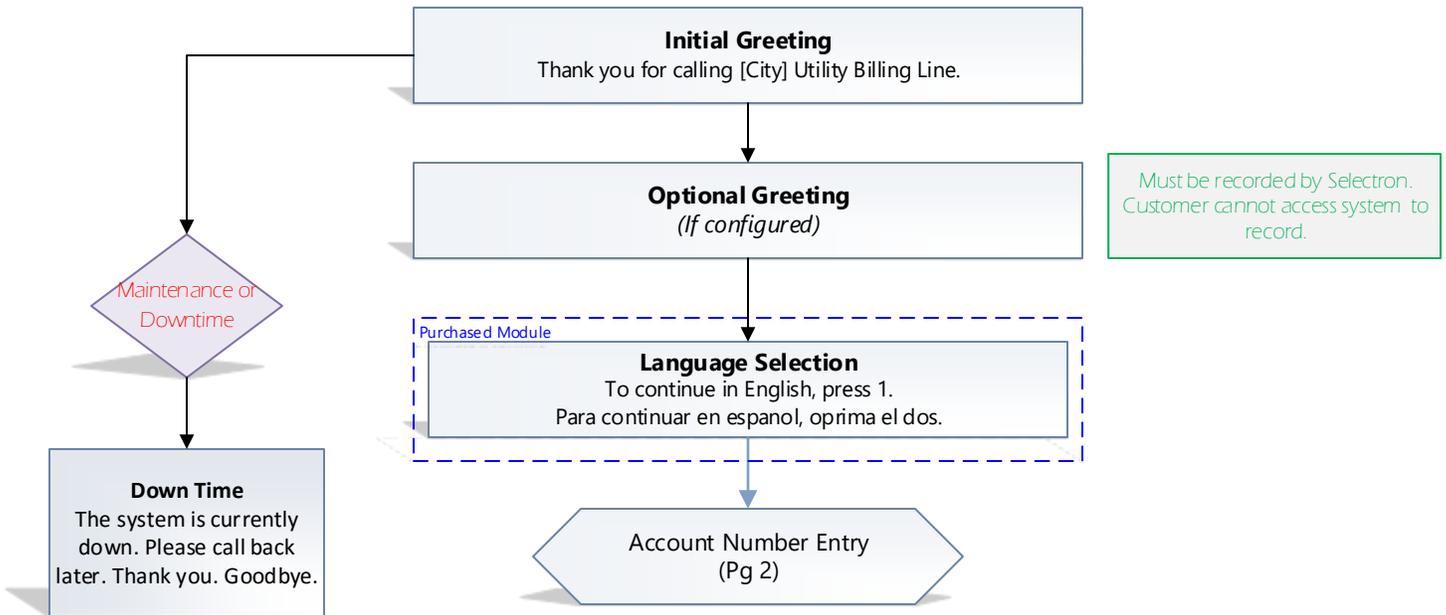


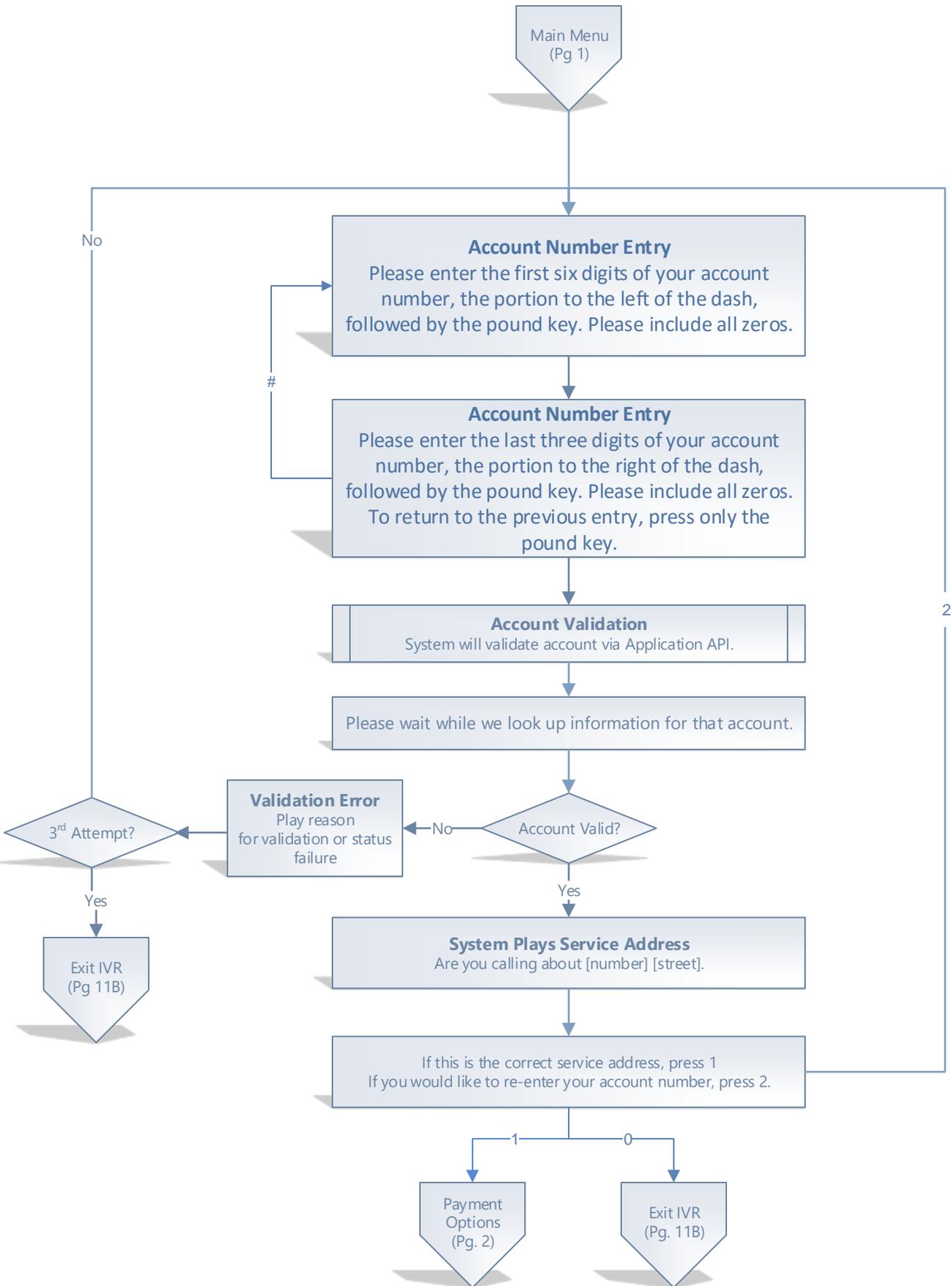
Relay Utility

IVR Call Flow



- Customer Ordered: (delete those that don't apply)**
- CC = **Min .50**
 - Echeck = **Min .50**
 - Convenience Fee = **0**
 - Partial Payments = **Yes**
 - English = **Yes**
 - Spanish = **Yes**
 - Transfer to **831-475-8500**
- Outbound (Phone/Email/SMS)**
- Delinquency = **Yes**
 - Shutoff = **Yes**
 - Transfer to **831-475-8500**

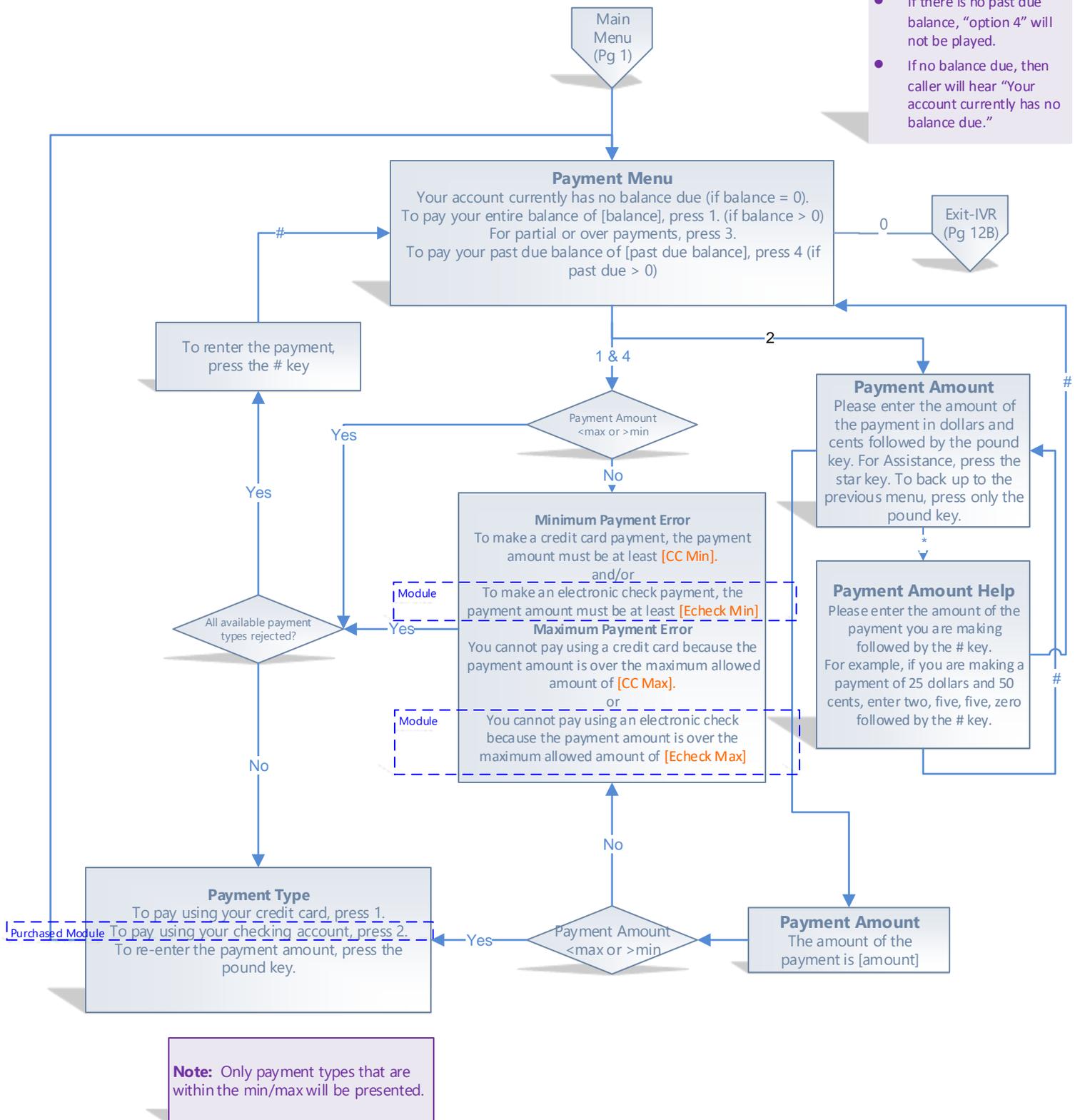
Account Number Entry



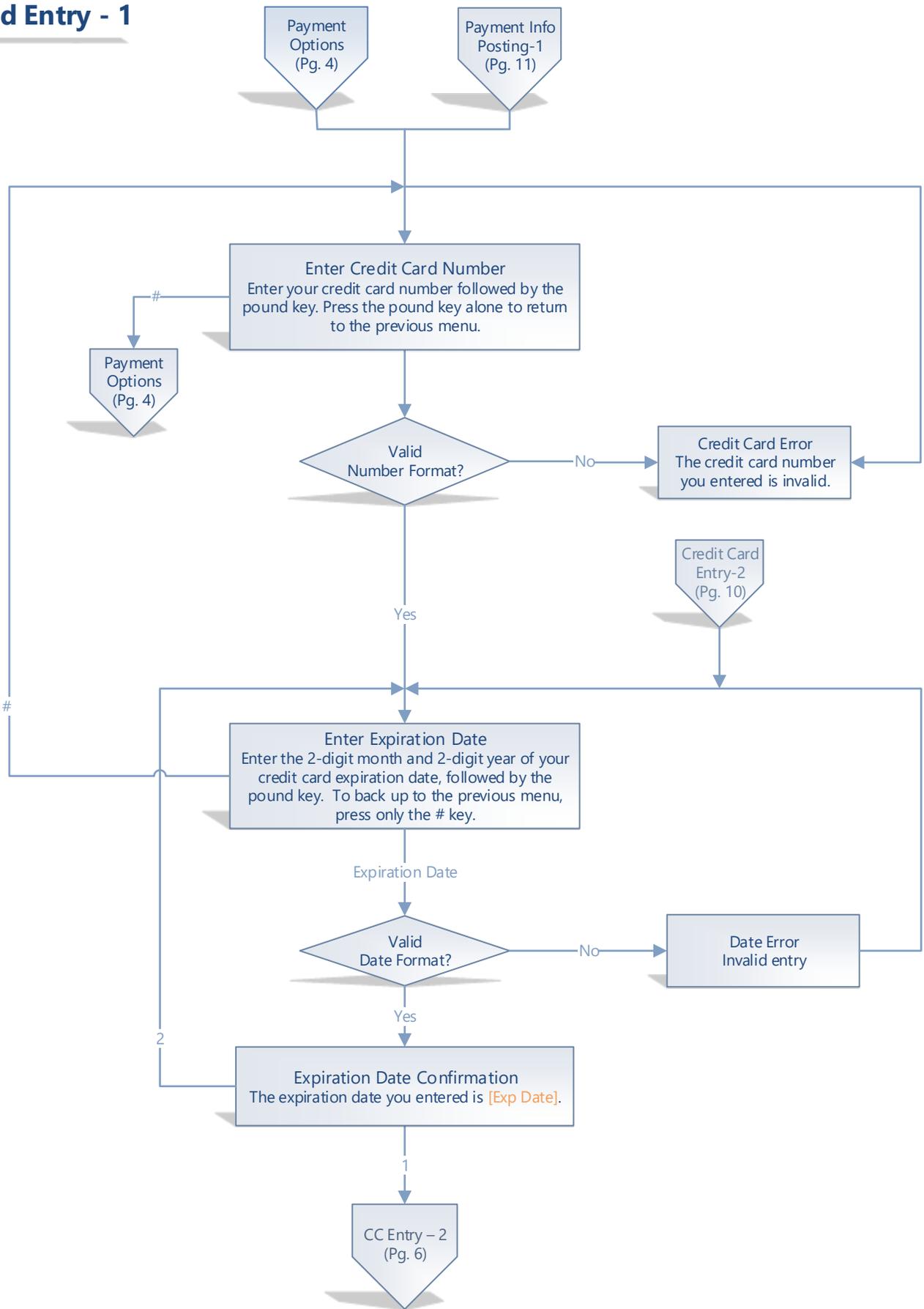
Payment Options

Note:

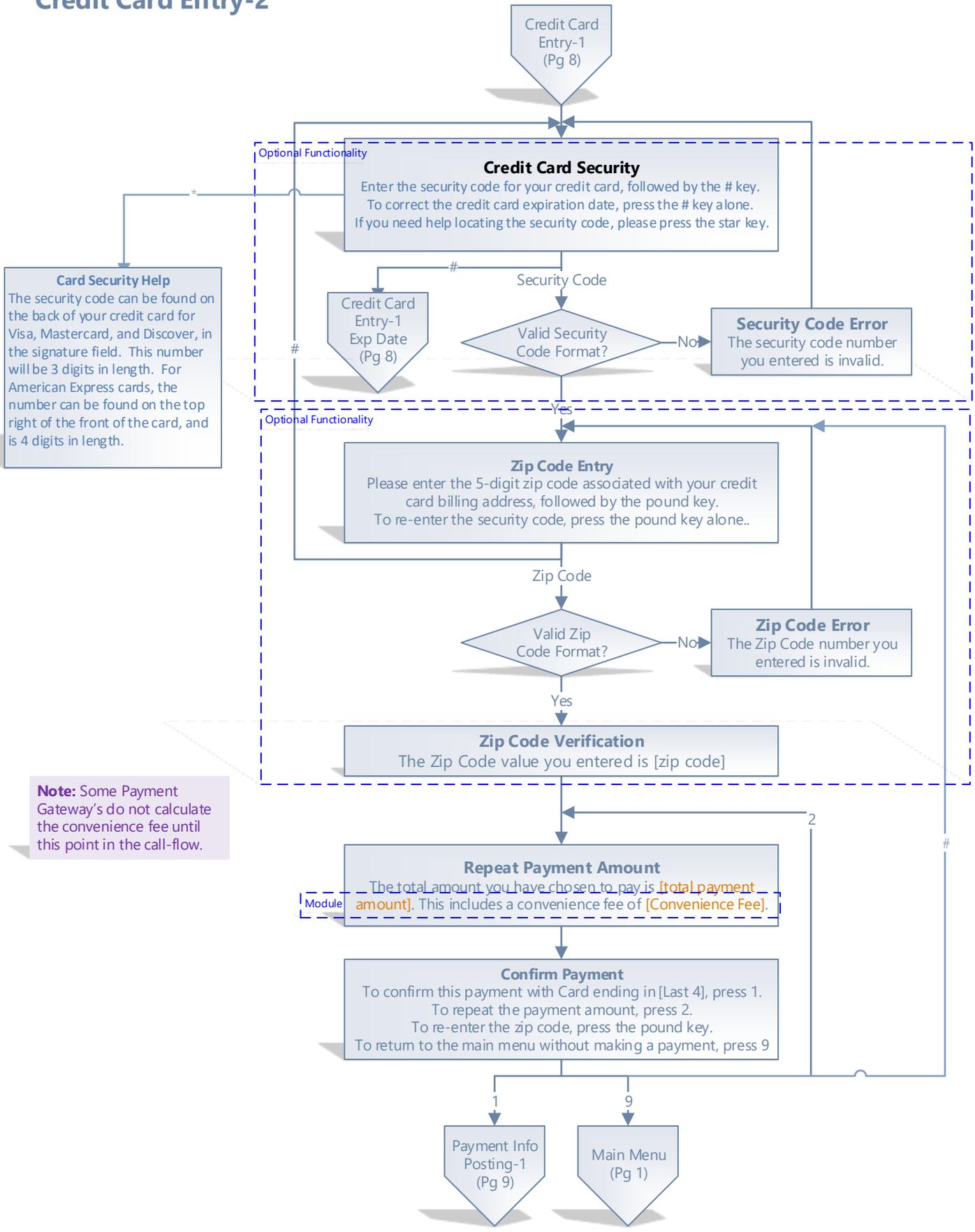
- If there is no past due balance, "option 4" will not be played.
- If no balance due, then caller will hear "Your account currently has no balance due."



Credit Card Entry - 1

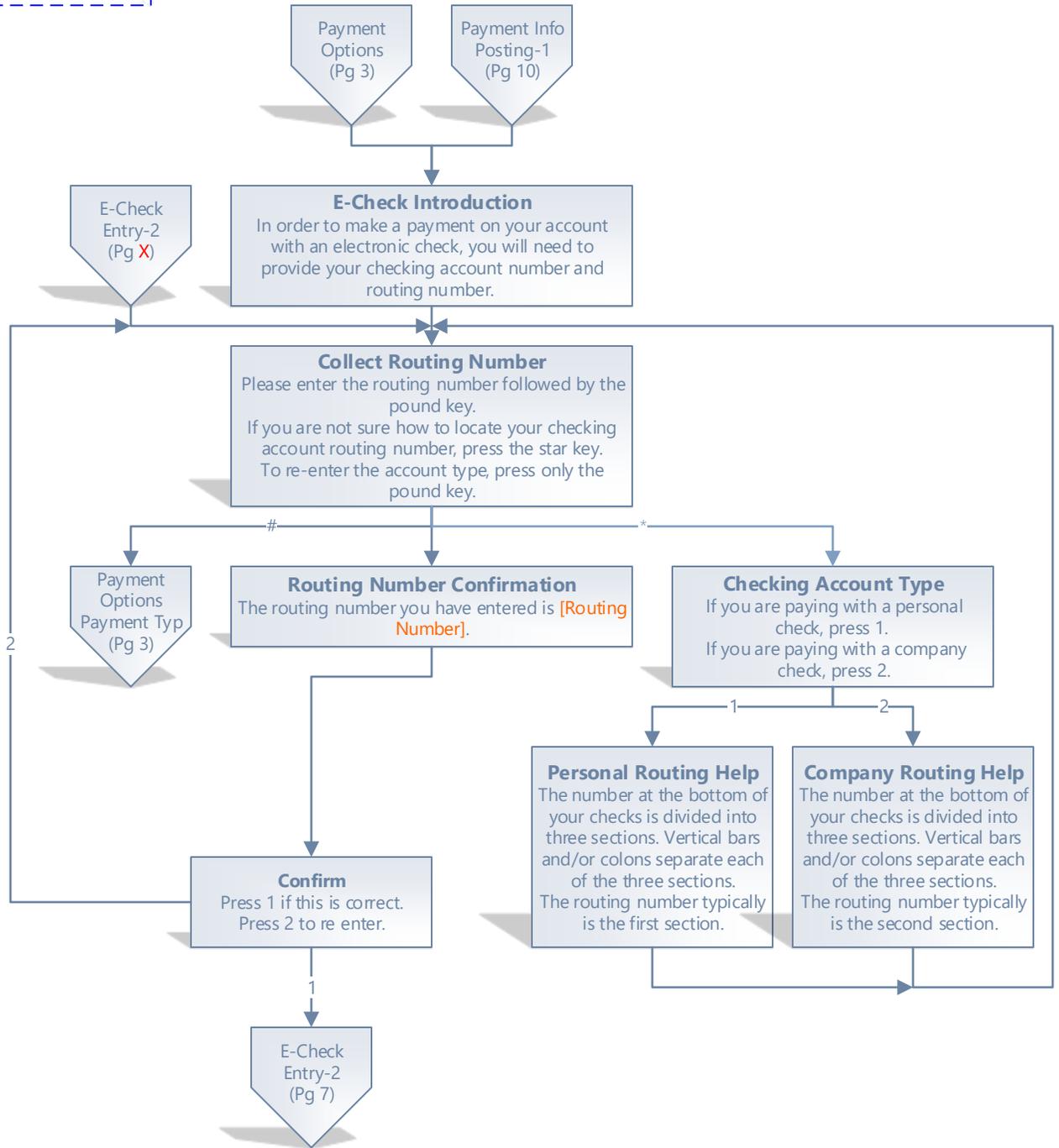


Credit Card Entry-2

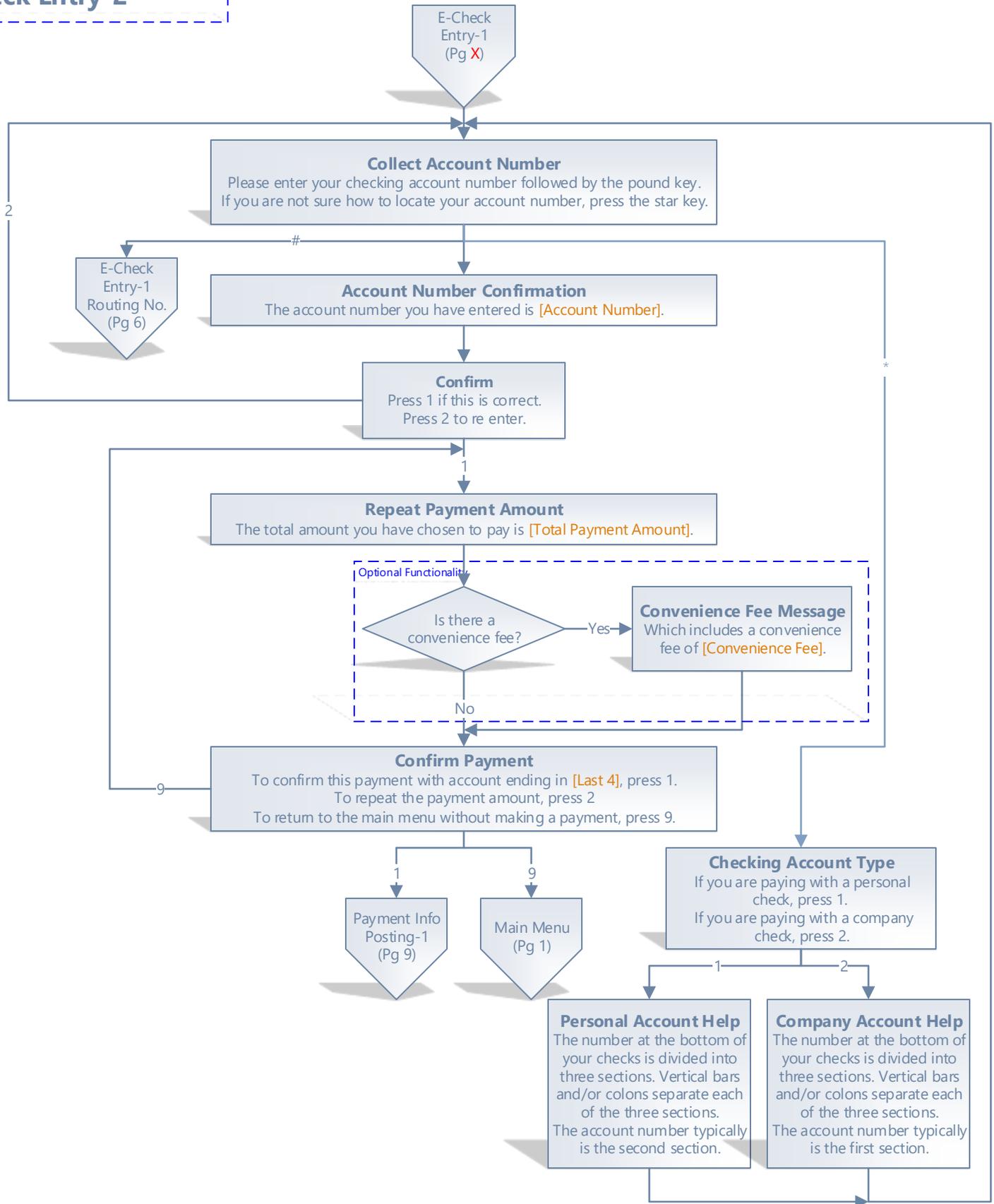


Note: Some Payment Gateway's do not calculate the convenience fee until this point in the call-flow.

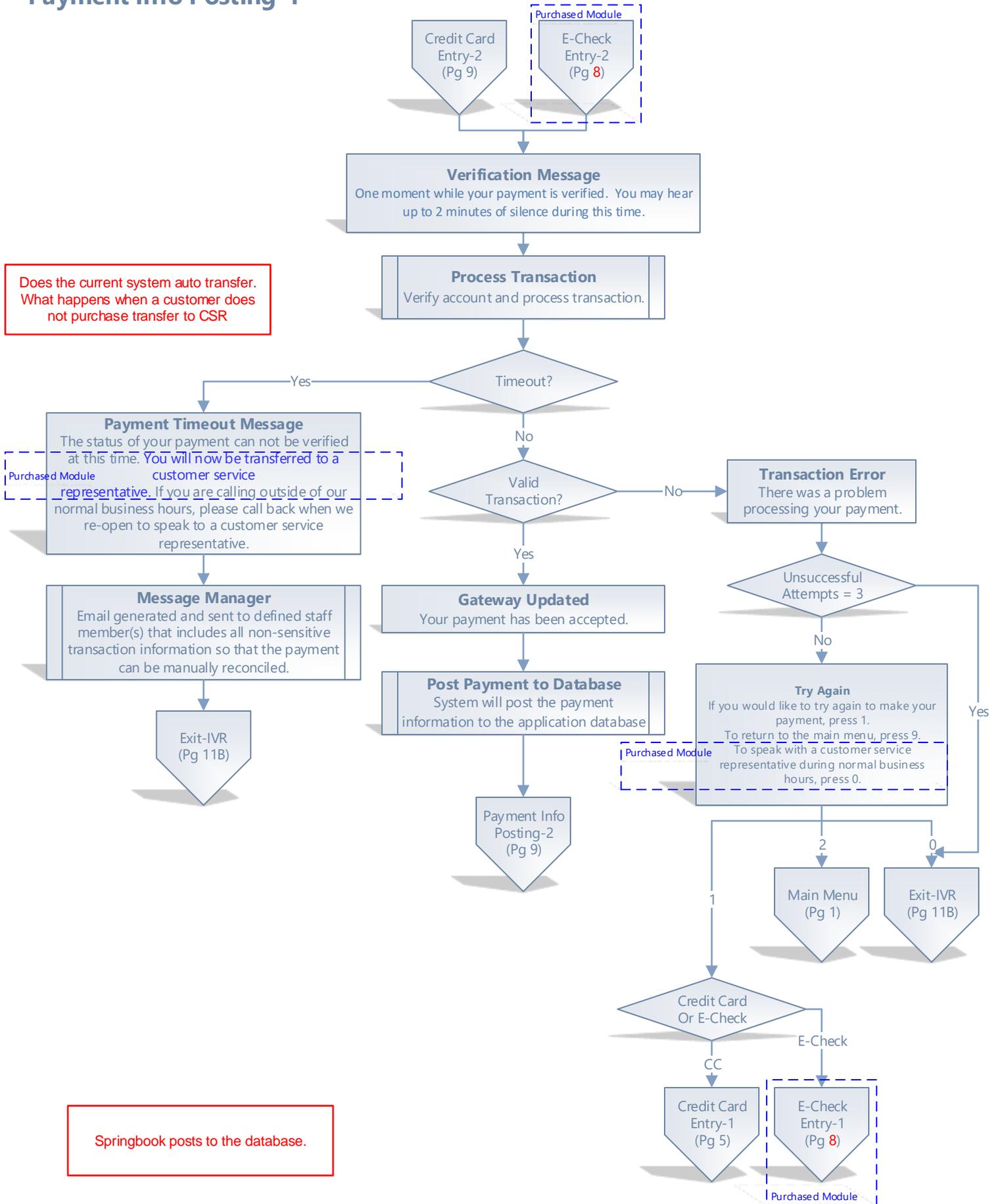
E-Check Entry-1



E-Check Entry-2



Payment Info Posting-1



Does the current system auto transfer. What happens when a customer does not purchase transfer to CSR

Springbook posts to the database.

Payment Info Posting-2

Email notification of payment pre-shutoff notification not available currently for multi-tenant.

Payment Info Posting-1 (Pg 10)

Optional Functionality

UTILITY PAYMENT NOTIFICATION

The VoiceUtility system can be configured to send an email indicating a customer has paid their bill after a utility department staff member has been dispatched to shut-off the utility service. If configured (and can be supported by the Application API), when a customer targeted for shutoff makes a payment via IVR, an email will be automatically sent to a designated staff member. Staff members can then contact field staff before the customer's account is manually turned off.

Account Shutoff Date <= Today?

Note: Email Address?

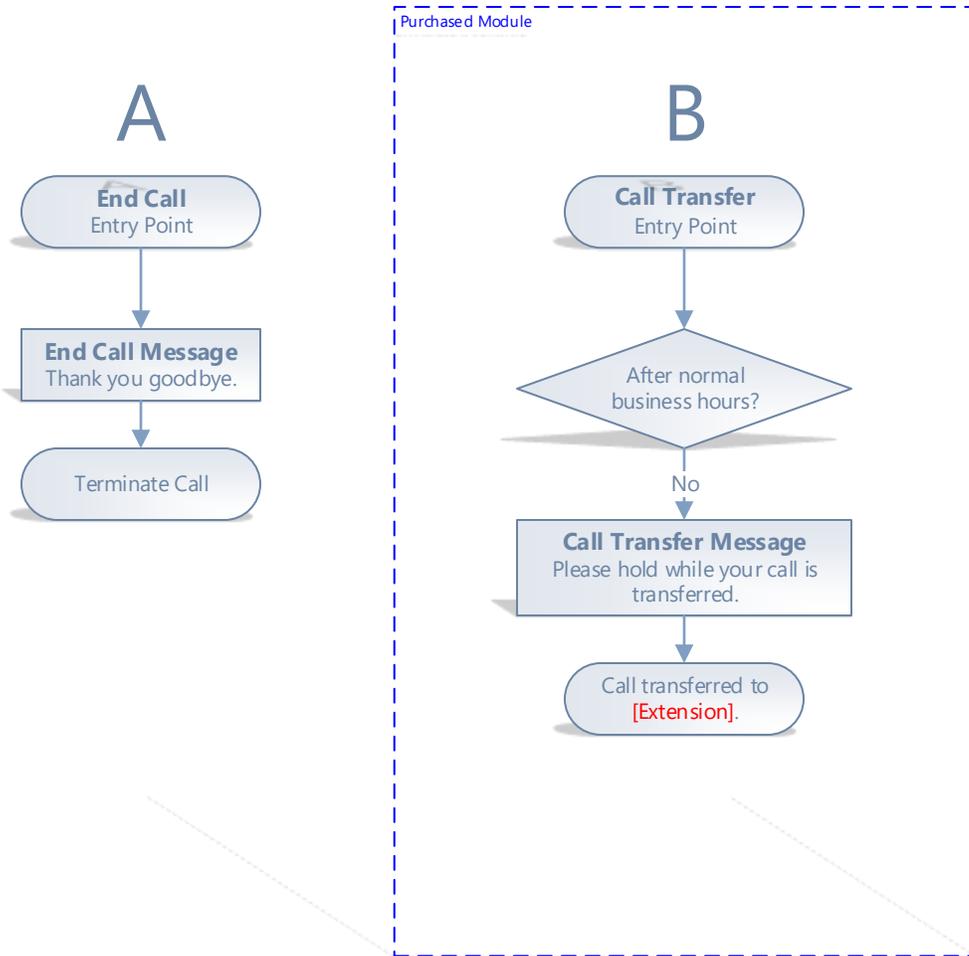
Utility Payment Notification Message
Email generated and sent to defined staff member(s) indicating customer scheduled for service shutoff has made a payment.

No

Payment Confirmation
Your authorization number is [payment gateway authorization number].
To repeat your payment authorization number, press 1.
Payment Posting End Menu
To make payment for a different account, press 3
If you are finished with this call please hang up.

3

Account Number Entry (Pg 2)



Caller enters IVR either calling the IVR directly at [Phone Number]. Or [Customer] transfers payment requests from their line to ours.

Initial Greeting

Thank you for calling [City] Utility Billing Line. To continue in English, press 1. Para continuar en español, oprima el dos.

Account Number Entry

Please enter the first six digits of your account number, the portion to the left of the dash, followed by the pound key. Please include all zeros. For assistance, press the star key.

Please enter the last three digits of your account number, the portion to the right of the dash, followed by the pound key. Please include all zeros. For assistance, press the star key. To return to the previous entry, press only the pound key.

Account Verification

Account Confirmation

The service address is [number] [street]. If this is the correct service address, press 1. If you would like to re-enter your account number, press 2.

Payment Menu

To pay your entire balance, press 1.

For partial or over payments, press 2.

To pay your past due balance of [past due balance], press 4 (if past due > 0).

Min/Max Limit Check

Payment Type

To pay using your credit card, press 1.

To pay using your checking account, press 2.

To re-enter the payment amount, press the pound key.

Payment Entry

Payment Amount Confirmation

The total amount you have chosen to pay is [total payment amount]. This includes a convenience fee of [Convenience Fee].

To confirm this payment with Card/Account ending in [Last 4], press 1.

To repeat the payment amount, press 2.

To re-enter the zip code, press the pound key.

Payment Processing

After 3 Errors – Option to transfer to [Phone]

Payment Confirmation

Your authorization number is [payment gateway authorization number].

To repeat your payment authorization number, press 1.

To make payment for a different account, press 3

If you are finished with this call please hang up.