

UI Solutions Group's

# Customer Service Module



Available typically  
as part of our  
**Revenue Solution**

The utility industry is moving to new and more complex rate structures and offering more choices to customers who in turn demand modern, digital user experiences. As a result, our clients need to understand and present to their customers clear rate options, comparisons, and bill impacts through easy to use, web-based interfaces that allow customers to analyze their pricing options directly.

UI's Customer Service Module provides a web-based and scalable solution to **strengthen customer relationships through robust rate analytics** for both internal and external stakeholders.

Key account dashboards deliver best-fit rate comparisons, what-if analysis, bill impacts, interval-based TOU analysis, customer-ready exports, and more to internal experts, while the customer web portal enables user-friendly customer self-service.

## UI'S CUSTOMER SERVICE MODULE ENABLES UTILITIES TO:

- ▶ **Improve customer satisfaction:** Enable customer access to key rate options and analysis directly from their account portal, allowing customer self-service and reducing call center volume.
- ▶ **Strengthen key account relationships:** Empower account managers with advanced analytics for your most important customers, from quantifying the savings benefits of an operational improvement to communicating the exact impact of a proposed rate change.
- ▶ **Eliminate manual work:** Free up your account managers from running manual rate analysis and excel workbooks, allowing them to focus on delivering value to your customers.
- ▶ **Ensure rate analysis accuracy:** Leverage UI's robust data and calculation validations while sharing a single source of truth across Customer and Rates departments to deliver accurate and consistent guidance to customers.

## COMPONENT EXAMPLES

Our **Customer Service Module** can be configured with robust components, including:

### Rate Comparisons:

Makes it easy to calculate the best-fit rate for any customer across any set of rate options, from single account customer-ready exports to full-volume batch rate analysis run in real-time.

### Bill Impacts:

Enables you to communicate the impacts of proposed rate changes to customers before the change occurs. Full integration with Rate Design ensures a consistent, accurate message across departments.

### What-If Analysis:

Easily identifies the bill impact of changes entered as well as the account's new best-fit rate by quickly running what-if analysis against any customer usage element or billing flag.

**The Power of Integration:** UI's Customer Service Module integrates with other Revenue modules, which ensures data accuracy and saves time.

