Data*Talk*™ Utility

Presented by Voice Data Solutions, Inc.

Today's Challenge …
- **Reduce cost**
- **Extend hours of service (24 x 7)**
- **Expand customer services**
- **Increase productivity of staff**

Solutions to the Challenge …
Data*Talk*™ Utility provides a comprehensive cost effective package unequaled in the software market-place today.

What makes up Data*talk*™ Utility
Automation
- **outage reporting**
- **billing**
- **dispatching**
- **call outs**
- **and paging**

The Data*talk*™ Utility application also:

- Handles up to 600 calls / hour on 24 ports
- Provides automated emergency dispatching 24 hours per day, 7 days per week
- Uses data that already exists
- Uses a Geographic Information System
- Uses a Utility Billing Application
- Provides billing information
- Allow customers to access account information and check account status
- Allows customers to request a FAX of the current bill / account status
- Uses Dialed Number Identification (DNIS) to determine which application the caller wants to use
- Uses Caller ID (ANI) to determine the address of an outage
- Informs service crews when an outage involves a 'lifeline' situation
- Uses the latest technologies

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