



Vocantas Gains a New Customer through Integration with Harris Advanced Infinity; Grenada Electricity Services Now Deploying Utilities OnCall™

Grenada Electricity Services Ltd. (GRENLEC) is the Second Deployment of Utilities OnCall™ to be Integrated with Harris' Advanced CIS Infinity®

OTTAWA, ONTARIO- Vocantas is pleased to announce that Grenada Electricity Services Ltd., a utility servicing Grenada, Carriacou and Petit Martinique, has chosen Vocantas' off-the-shelf Utilities OnCall solution to provide customers with the best customer service possible as well as to increase the diverse range of tasks that customers can perform over the phone. Vocantas' robust IVR solution for Utilities, Utilities OnCall, was referred to Grenada by another Caribbean utility. Utilities OnCall will automate specific services, resulting in greater operational efficiencies and enhanced customer experience.

Utilities OnCall's powerful speech recognition feature allows GRENLEC's customers to use not only the traditional touch-tone method of navigating through a call menu, but also to eliminate touch-tone altogether and navigate through the menu simply by speaking into the phone. Instead of hearing "For your personal account information press 1; to report a meter reading press 2", customers will hear "For your personal account information say account; to report a meter reading say meter reads". This increases the ease with which customers interact with the IVR by helping them navigate to the correct module the first time and by allowing them to choose the method of interaction that best suits their needs.

"We are pleased to have another customer taking advantage of our quick-to-market solution; our recent integration with Advanced CIS Infinity allowed GRENLEC to increase their operational efficiency with a powerful time and money saving IVR solution," said Gary Hannah, CEO, Vocantas. "We are looking forward to future opportunities to improve customer communication and efficiency through our integration with Advanced CIS Infinity."

Utilities OnCall provides companies like Grenada Electricity Services Ltd with a solution to long waiting times by automating specific aspects of customer service. Furthermore, Vocantas boasts fastest time to market with the fewest number of development days of any IVR solution available on the market today through Utilities OnCall. Integrating with customer information systems such as Advanced CIS Infinity from Harris Computer Systems is just one of the ways Vocantas continues to find avenues for increased customer satisfaction and lower operational costs for utilities.

About Vocantas Inc.

Vocantas develops hosted and premise-based interactive voice response solutions (IVRS) using advanced computer telephony and speech recognition technology to provide businesses and service providers with more efficient outreach capabilities. Vocantas solutions help organizations in the higher education, utilities, healthcare and customer service environments improve outreach and engagement while reducing operating costs. Visit vocantas.com for a free interactive demo of Vocantas solutions that intelligently respond to your customers.

Contact Vocantas



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