



Vocantas Wins New Customer, Expands into Tennessee and Integrates with Harris Advanced Infinity

Murfreesboro Water and Sewer District Selects Vocantas IVR solution Utilities OnCall

OTTAWA, ONTARIO – October 29 , 2014 – [Vocantas, Inc.](#) is pleased to announce that [Murfreesboro Water and Sewer District \(MWSD\)](#), a department of the City of Murfreesboro in Tennessee, has selected Vocantas' interactive voice response (IVR) solution for utilities, [Utilities OnCall \(UOC\)](#). Utilities OnCall was selected after a competitive bid process beating out other Utility IVR solutions and has now successfully integrated with [Harris' Advanced CIS Infinity](#) to increase communication between MWSD and their customers while reducing call center workload.

Utilities OnCall was selected for its rich speech recognition feature which allows customers to communicate with the IVR using only their voice or touch activated response. Utilities are moving toward this technology which eliminates the need for “press 1 for your account balance”, “press 2 to make a payment”. Now customers simply say “make a payment” and the IVR moves instantly to the payment module. Connected directly to the MWSD billing system, the Vocantas IVR allows customers to quickly make water and sewer payments in real time, eliminating unnecessary overdue accounts and service disruptions.

Murfreesboro was specifically looking for an IVR solution that directly connected to their Harris billing system and could be delivered in a turn-key fashion, with very little resource requirement from their team. Vocantas boasts fastest time to market with its complete off-the-shelf solution, its proven successful Utilities OnCall IVR, with the fewest number of development days of any IVR solution available on the market today.

“Integrating with Advanced CIS Infinity was a great way for us to help utility companies like Murfreesboro Water and Sewer Department operate efficiently; by automating many outbound calls for the first time and allowing customers to hear account information and pay bills by phone, MWSD is not only increasing efficiency, but also saving money,” said Paul Turenne, Director Solution Sales. “The step to Advanced CIS Infinity integration was a small, but important one for Vocantas; we are long standing partners with Cogsdale Corporation, another Harris company.”

Vocantas is looking forward to helping more utility companies like Murfreesboro achieve operational efficiency through its integration with Advanced CIS Infinity from Harris Computer Systems.

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

Keri Fraser
VP Marketing and Business Development
613.271.8853 just say “Keri”
keri.fraser@vocantas.com