

Consumer Interactive System

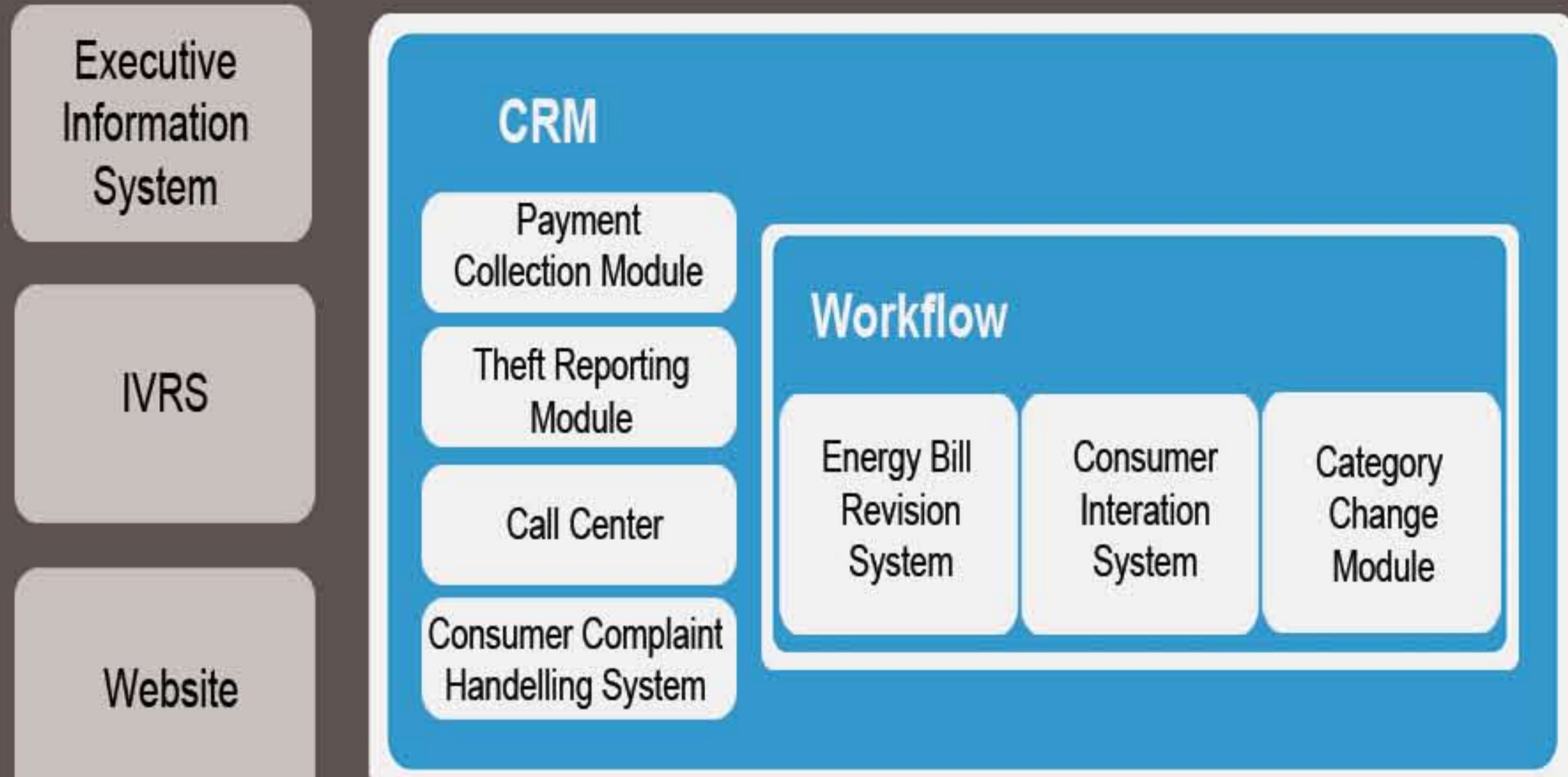
CIS is a modular and rapidly deployable solution, specifically applicable for legacy replacements, enabling comprehensive service and revenue assurance.

CUSTOMER-CENTRIC Approach

CIS is designed on a customer-centric model, enabling service providers to focus on understanding and satisfying customer needs. It contains comprehensive functionality that encourages building lasting customer relationships.



INTERFACE



Features

- Real Time (on the fly) verification
- Batch mode verification
- Complete multi-user capability
- Works with multiple payment gateways
- Supports Level 2 security
- Provides useful reporting windows
- Standard interface with other Systems

- **Call Center**
Allows agents to register & respond to consumer complaints.
- **Centralized Customer Care System**
Single window to register all possible consumer complaints, features monitoring, tracking and escalation.
- **Web Self Service**
Increase consumer reach with interactive portals for various services. Features online payment, e-bill, complaint registration & tracking, process information etc.
- **Collection System**
Single window for all kinds of payments. Both in online and offline mode.
- **IVRS**
24 X 7 Customer interaction system.
- **Energy Bill Revision System**
Online Bill Revision System to correct any kind of billing errors.
- **New Connection System**
For processes like new connection, name change, meter burnt category change, misuse etc.

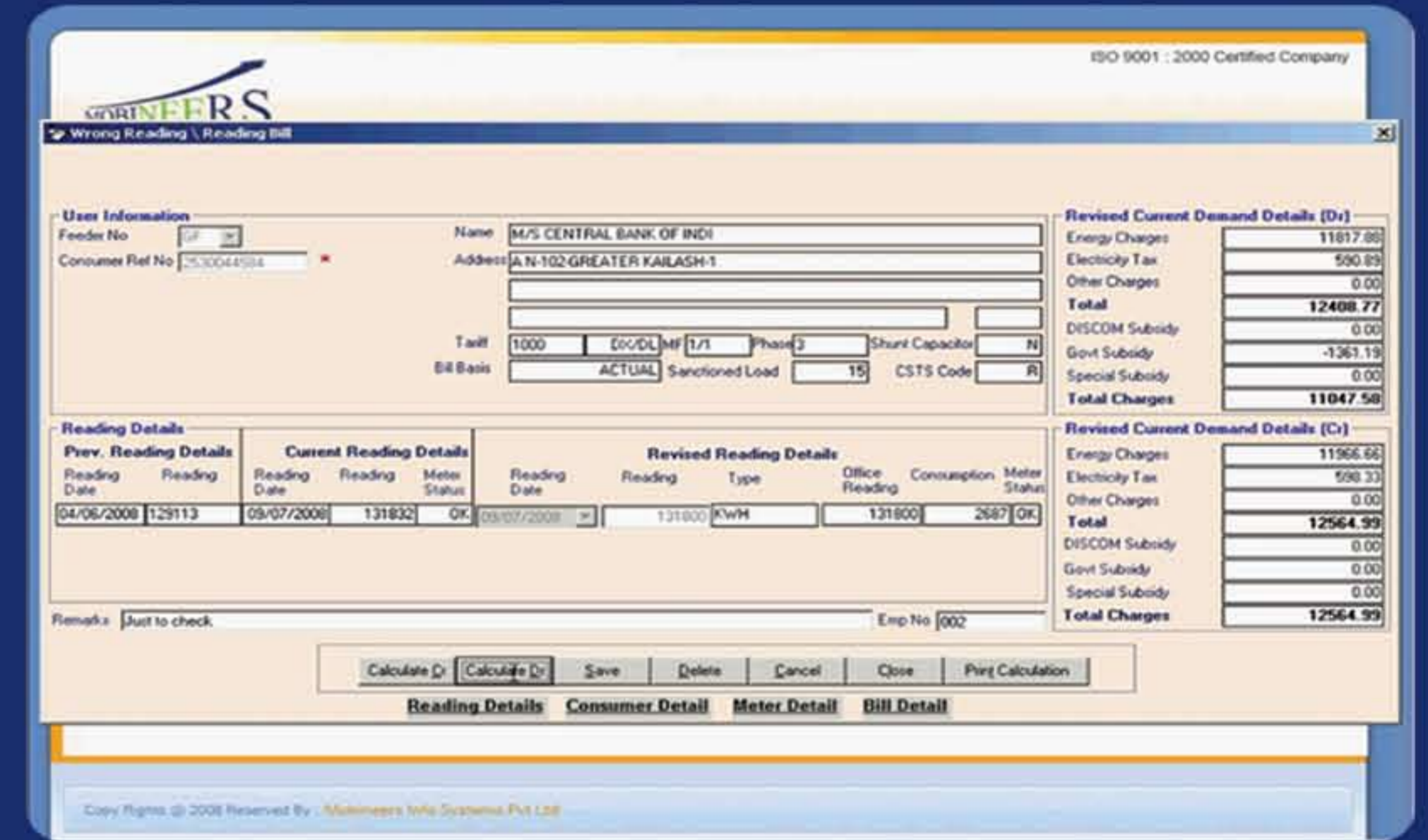
→ CCHS



A system to register, process & monitor consumer complaints.

- Centralized complaint handling platform.
- Regulator's compliance monitoring.
- Auto escalation.
- Comprehensive MIS.
- Integration with SMS, IVRS and email systems.
- Online status.

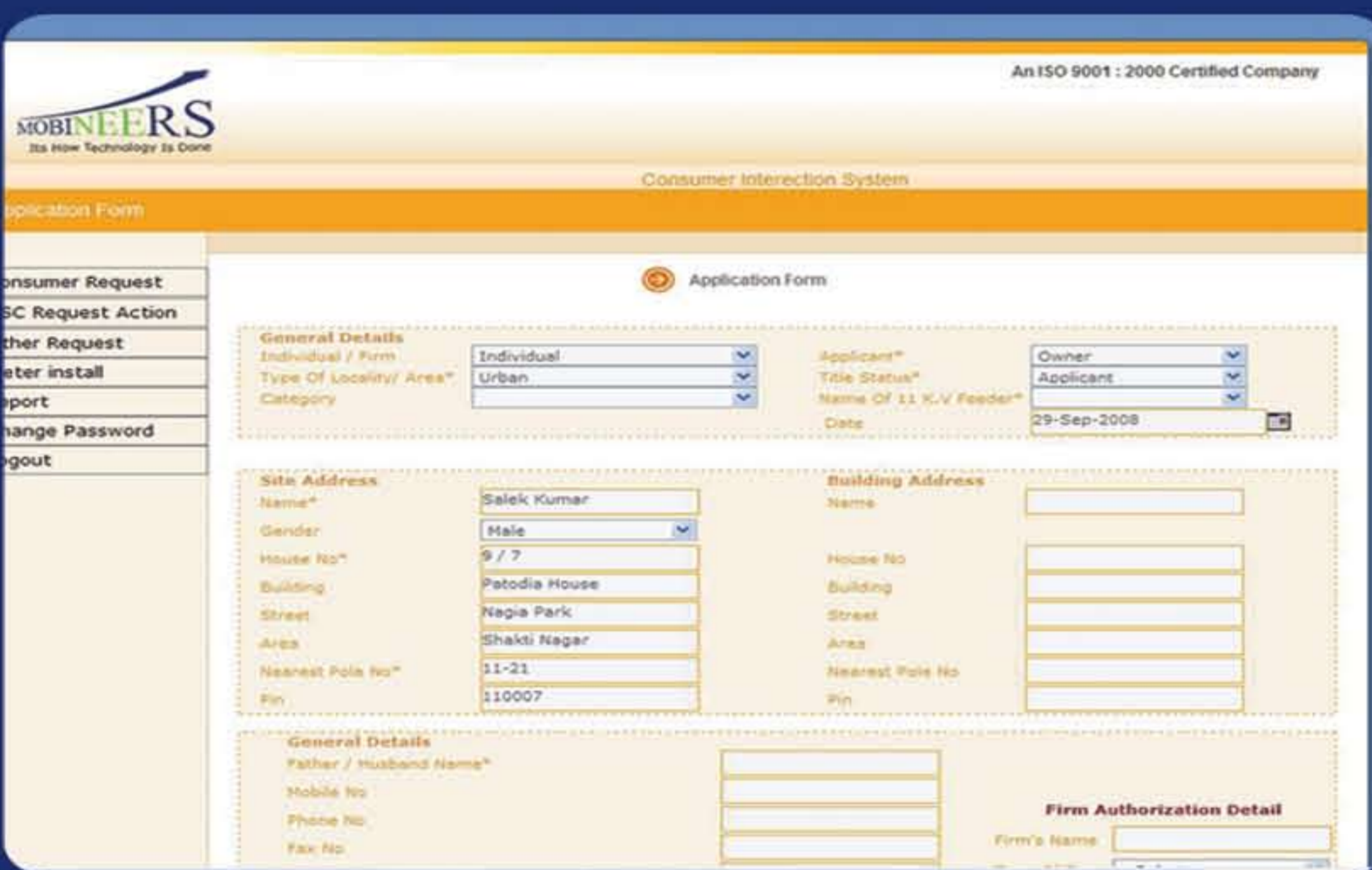
→ EBRs



EBRS manages online bill revisions.

- Automated bill revisions.
- Integrated with online billing system.
- Configurable financial limits.
- Supports categories like
 - o Wrong reading
 - o Meter change assessment
 - o Surcharge with drawl
 - o Due date extension
 - o Installment

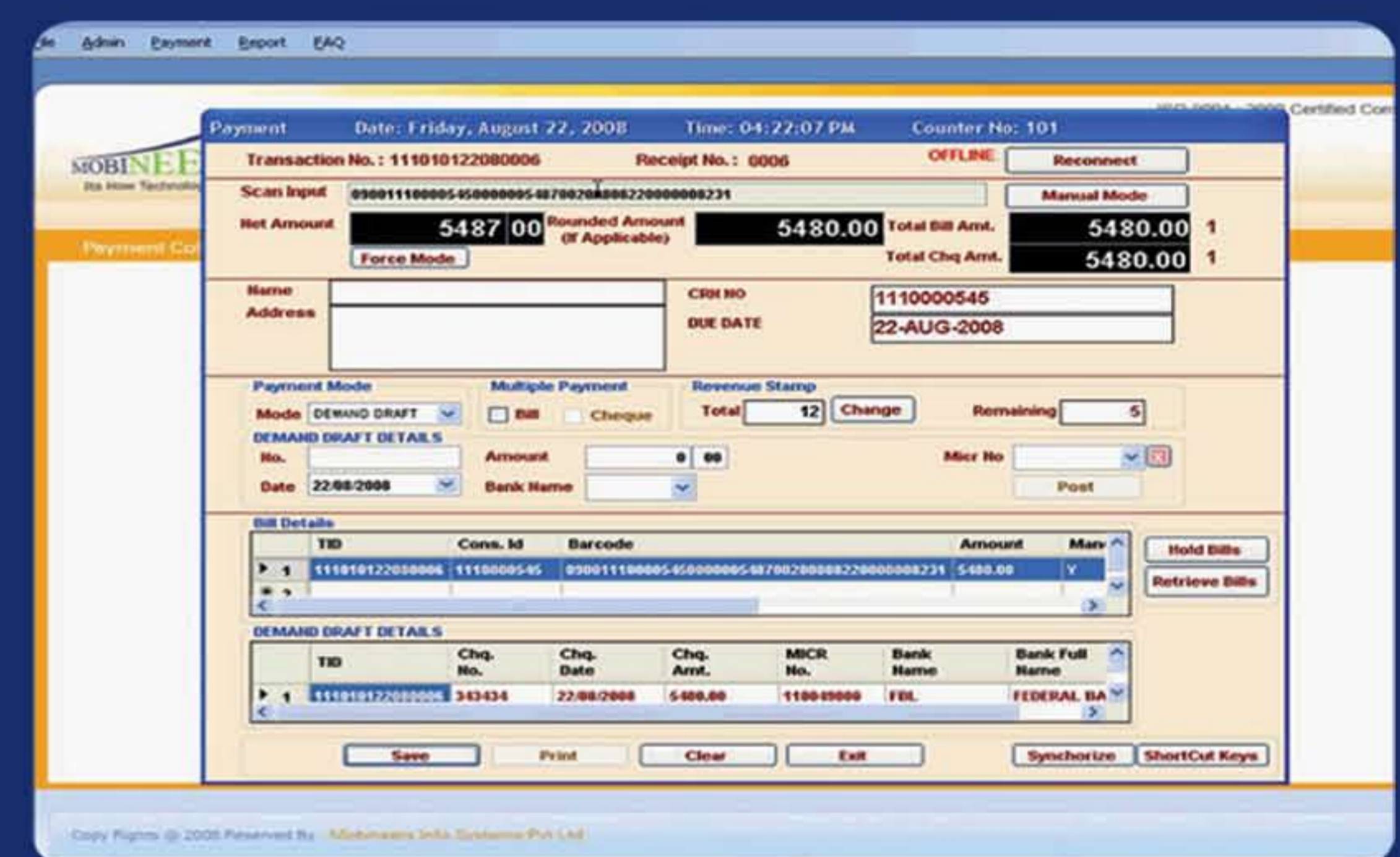
→ CRMS



CRMS manages consumer connection related processes.

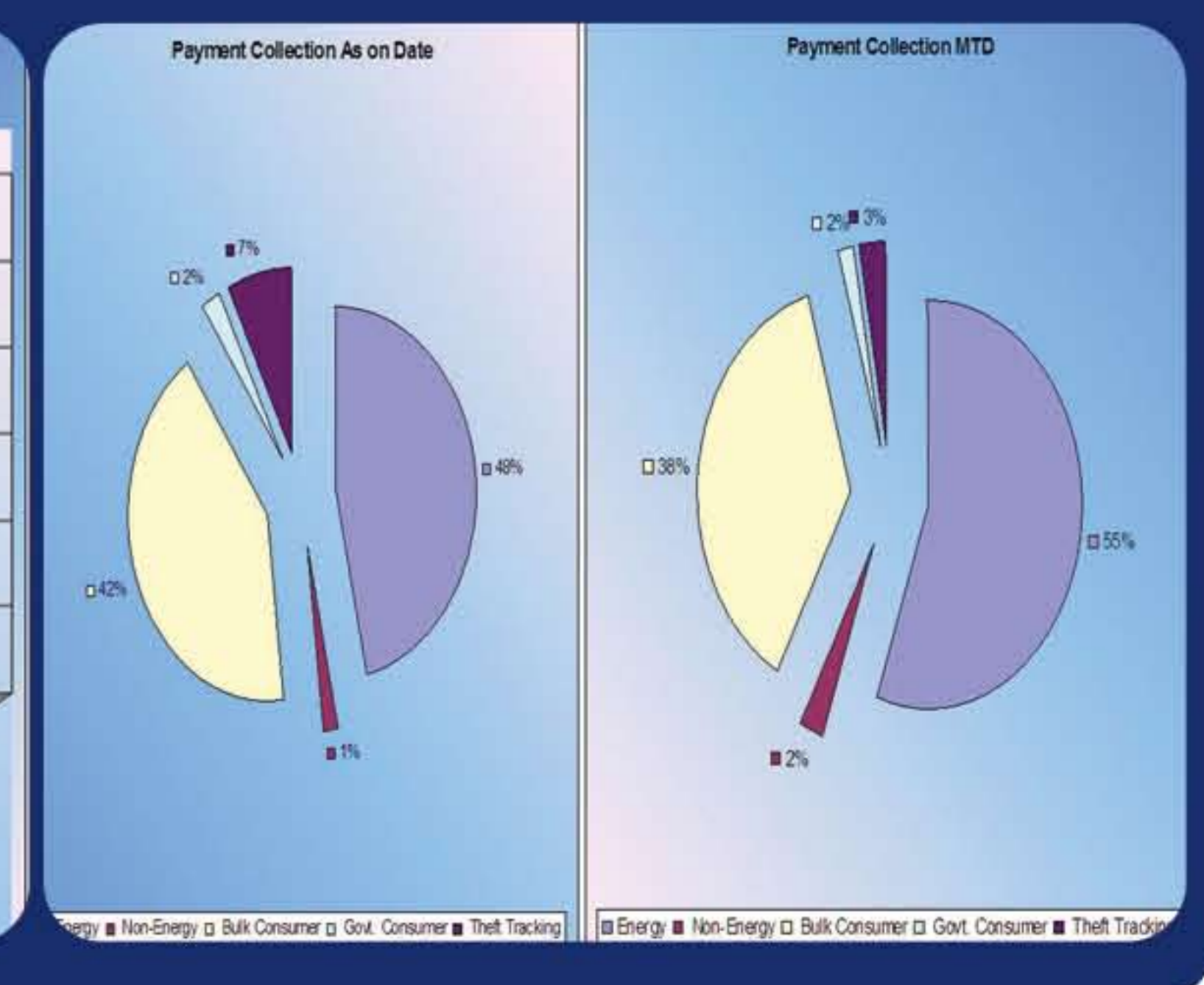
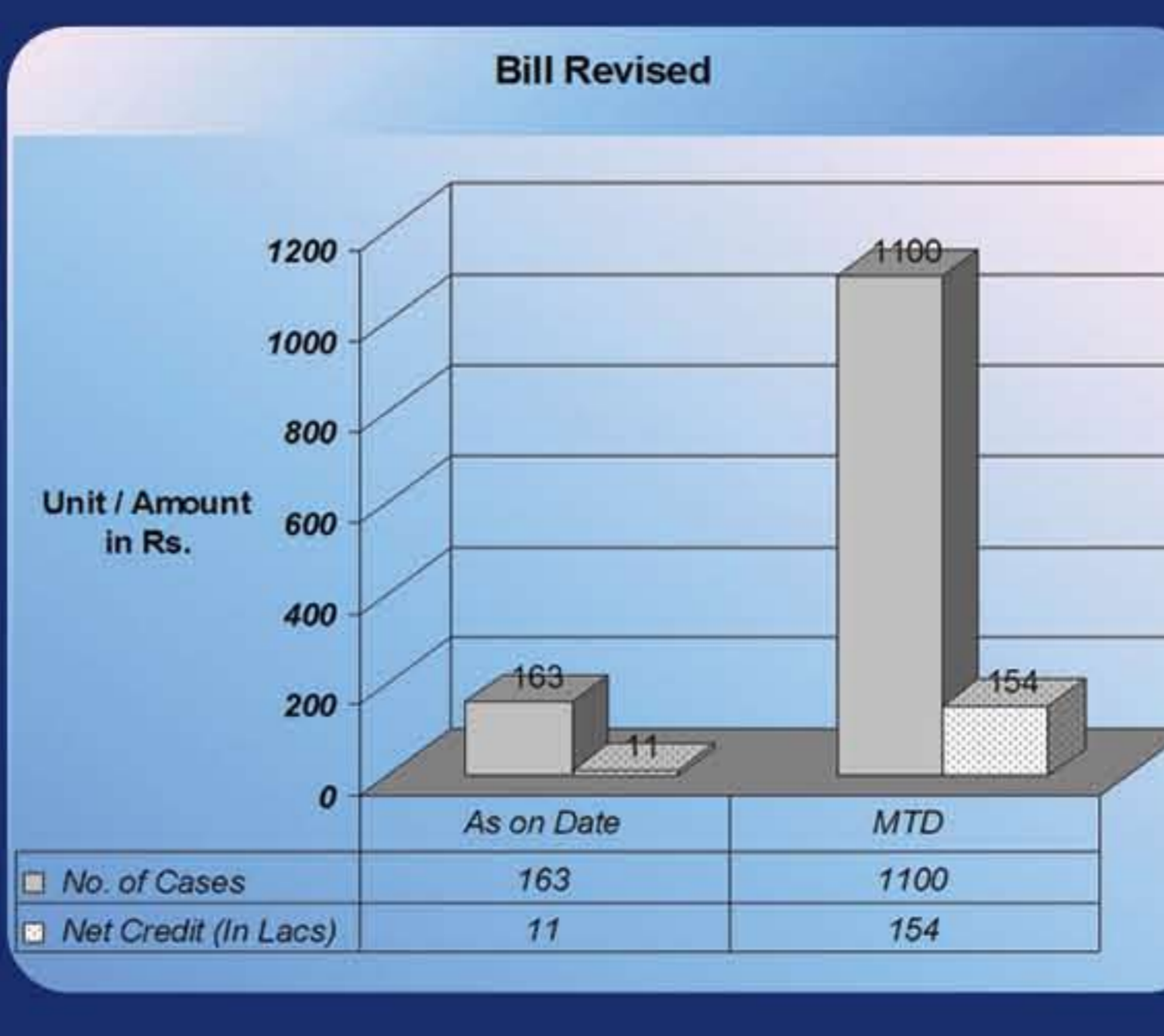
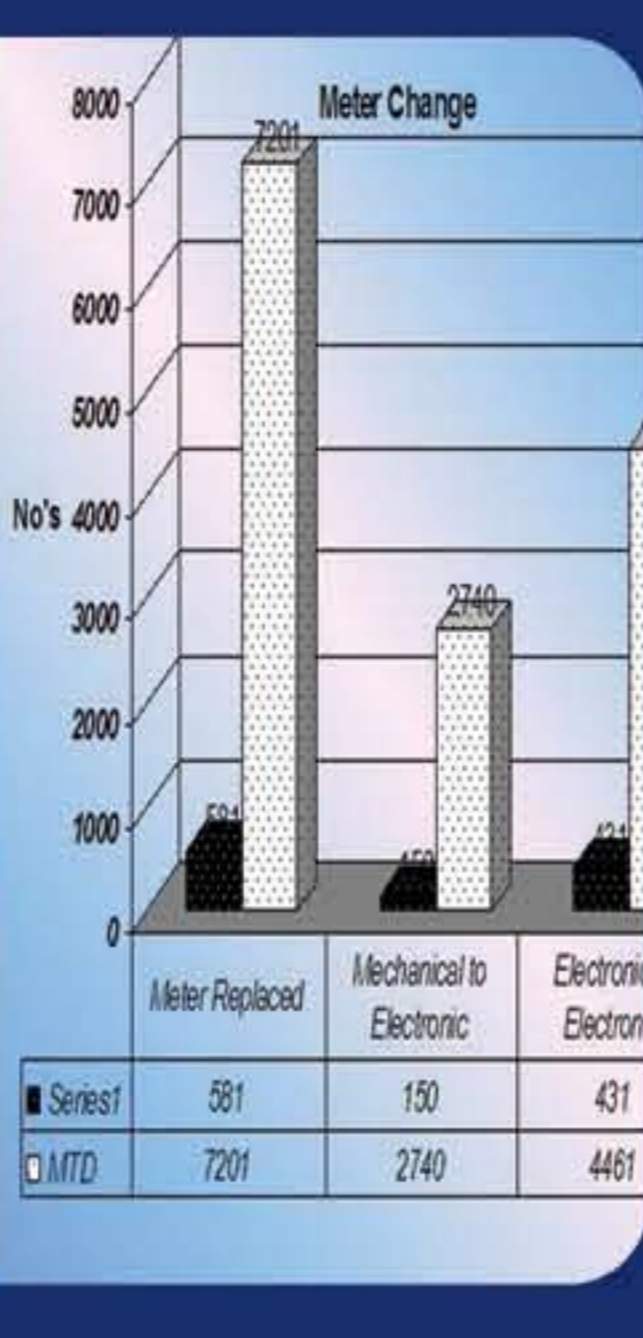
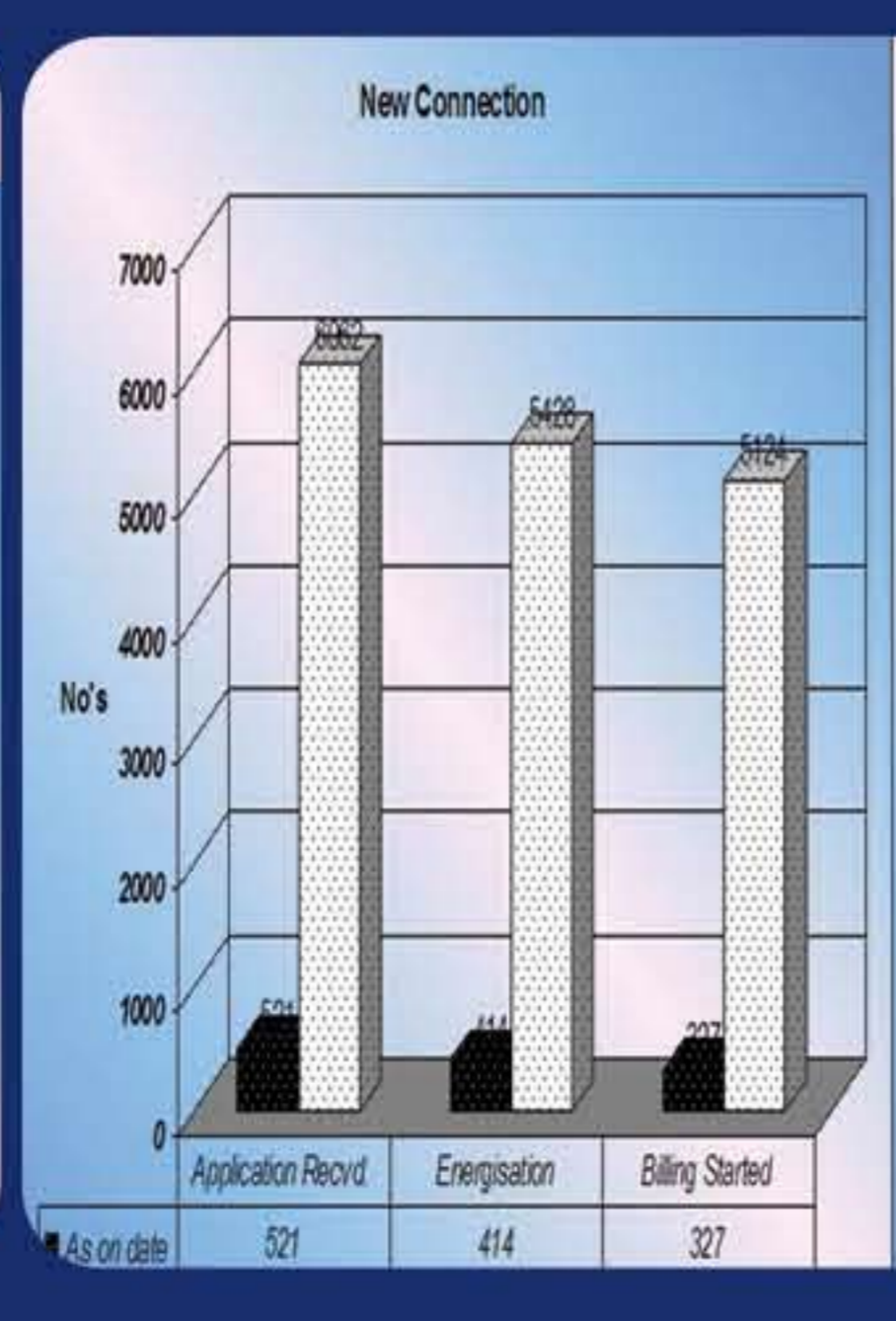
- Automation of information of regulator's concern.
- Interface with other departments.
- Streamlining the processes like.
 - o New connection
 - o Meter burn
 - o Meter faulty
 - o Address & name correction
 - o Load enhancement

→ PPS



PPS manages all type of payments for a utility.

- Bar coded payment.
- Offline and online connection mode.
- Complete audit trail.
- Counter wise payment verification option.
- Interface for credit cards, bill junction Sky pay, website etc.
- Dishonor cheque processing.



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