



“ I’ve said to my boss and my employees that when it comes to having contracted work with a vendor like Selectron, they have set the standard for us now. ”

Mark Lusson, Customer Accounts
Manager

Prescott Valley, AZ · Utility Department

THE SEARCH FOR A PAYMENT OUTLET

Following years of searching for the right IVR solution, our efforts were put on hold when the economic recession hit. Once the economy started to pick back up, we quickly went from being overstaffed to being understaffed—our CSRs were taking 200-300 phone calls a day and more than half of those were customers calling to make a payment. We knew it was once again time to search for a company with the best price and great customer service to help relieve some of the burden from our CSRs. We wanted a secure system to serve as a payment outlet in order to divert calls from our employees and allow them to focus on other tasks.

Reduced shutoffs by **50%** in the first 2 months

A TAILORED SOLUTION TO LIFT THE BURDEN FROM CSRs

We chose Selectron because they were able to tailor an IVR solution for us that could take the burden of processing payments away from our staff. Since implementing the IVR solution, we’ve been able to reduce the number of calls our CSRs have to handle and cut our shut-offs by 50% in the first 2 months. Pair these benefits with Selectron’s unparalleled customer service and it’s easy for us to foresee a successful future with Selectron.