

GetABBY

Changing the Conversation

Utilities Solutions That Go Beyond The Phone



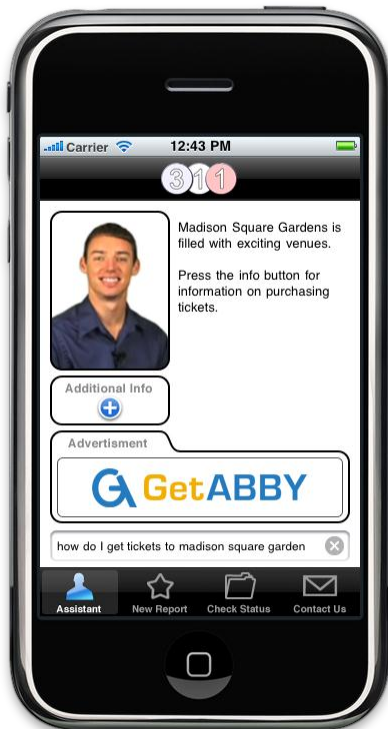
- Report Issues
- Manage Your Account
- Pay Your Bill
- Chat with a Representative

GetABBY – An Integrated Utilities Solution

Whether by Phone (IVR), Web, or Mobile,
Your citizens can access their accounts where and when they choose.

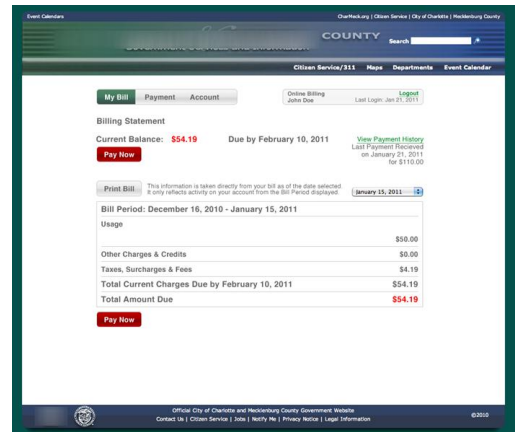
IVR

- ABBY answers FAQs
- ABBY takes service requests
- Take a Payment or set up a payment plan
- Alert citizens to issues with their utility services
- Reach out to your citizens to alert them of unpaid or late water bills, higher than usual utility bills, etc., and offer to take their payment all in a single phone call
- Gain a better understanding of how your citizens view your services through citizen satisfaction surveys



Web and Mobile

- Respond to emails & SMS
- Reduce costs / better results
- Service the Citizen – 24/7/365 at virtually no additional cost
- Report Issues
- Manage your account
- View or Pay your bill
- Alert citizens through the mobile app on their smartphone of service interruptions before they contact you
- ABBY Chat at a fraction of the cost of a phone call
- Converse in over 23 languages



Isn't it time for you to...

GetABBY



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