CRC Meter Management Integration
Middleware solution accelerates after-hour problem resolution

For over 75 years, cooperative utilities have proudly placed a premium value on serving their members well. This core value manifests itself in many different ways, but none are more important than during times of crisis. That's why we've developed an integration between the FlexNet® communication network and CRC's contact center.

With this integration, CRC's dispatchers will have the ability to remotely manage many problems without dispatching utility personnel, increasing operational efficiency while providing a better member experience. CRC representatives will be able to:

- Perform after-hour meter reconnects for non-pay/pre-pay situations
- Ping meters for billing complaints
- Verify power status

Benefits to you
- Reduces after-hour labor costs
- Stops unnecessary truck rolls
- Improves responsiveness to member problems

Benefits to your members
- Quicker problem resolution
- After-hours support that is results-focused
- Faster meter reconnects and outage management

Features
- MultiSpeak integration to CRC that will feed Outage Detection (OD), Connect/Disconnect (CD) and Meter Reading (MR)
- MS data can be sent to multiple target systems (i.e. an outage message could flow to the utility's OMS and the CRC system).
- Integration testing to ensure that the integration and middleware are working properly for utility