



Success Story #6

Disaster Recovery

PROBLEM

Seattle Public Utilities is required by law to provide a quick, professional response to any emergency utility outage situation. The problem is a large outage can completely overwhelm their ability to respond to customers adequately.

SOLUTION

Seattle Public Utilities turned to Sound Telecom to develop a disaster recovery program that would allow them to provide efficient customer service response during a major power outage event. Sound Telecom engineered a network of 14 call centers nationwide that are connected through an AT&T toll free switch. Then Sound Telecom custom built a cloud-based data entry application that would allow its call center network to efficiently capture caller information that would be relayed back to Seattle Public Utilities.

Professional. Friendly. Courteous.

Seattle Public Utilities

Seattle Public Utilities manages all of Seattle's water, electrical and waste systems. They serve hundreds of thousands of customers in Seattle and its outlying suburbs.

RESULT

Through this network of call centers, Sound Telecom is able to process upwards of 5,000 calls per hour during critical outage events. This unique call center network design is capable of handling up to 999 simultaneous calls with an expected response time of less than 2 minutes.

**Let's Develop Your
Solution Today**

1.800.557.1550

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