



## Out of Hours Call Services

Relax at night and let us handle your customer calls.

'us' – Utility Services operates for South East Water an "in-house" 24-hour, 7 day a week telephone call centre that provides rapid and reliable responses to 590,000 properties for water and sewerage service issues.

Since the formation of South East Water in 1995, there has been an overall reduction in emergency system issues, particularly during "out-of-hours" periods. Accordingly, we are now able to offer telephone call response service to other authorities and companies.

We currently provide this type of service to a large metropolitan municipality, several Rural Water Authorities, and an Australia wide Commonwealth Department. All of these organisations have been very pleased with the level of service we provide.

Our group of experienced telephone operators is trained to provide high levels of customer service for a wide range of customers in often challenging situations. The Call Centre also provides SCADA monitoring and alarm analysis service for the South East Water service area as well as for the other businesses.



### Features

- Call answering services outside normal business hours.
- Evaluation and escalation as predetermined particularly for recording and holding details for next working day response.
- Own specific ACD (Automatic Call Distribution) group to enable call analysis details to be reported and queue messages relevant to your company offered.
- Incoming call conversations are digitally recorded in Microsoft WAV format and individual calls for follow up can be emailed.
- Complete call analysis and follow through, rather than just a call answering service
- Fully converse in water industry, council and governmental requirements

To find out more about our Call Centre Service please contact:

'us' - Utility Services  
20 Corporate Drive  
Heatherton, Victoria 3202  
Australia

Phone: +61 (0)3 9552 3007 Fax: +61 (0)3 9552 3008  
Email: [info@us.us.com.au](mailto:info@us.us.com.au) Web: [www.us.us.com.au](http://www.us.us.com.au)

