EVERSOURCE

CT - Electrical Customer Service System Flows

Customer Channels

- Eversource.com (Azure)
- Mobile
- OMILIA Customer Service IVR
- SMS
- RightFax

Third Party Portals

- Social Agency Portal
- CE Landlord Portal
- Medical Portal
- Cust Acct History Hub

Customer Info, Programs

Customer Info, Account Info

Acct Info, Payments

Bills (current and prior)

Bill Presentment

- Ebill Kubra Integration (iDox) Ebill Kubra Integration Online Bill viewing
- FIServ

Payment Systems

- SpeedPay Credit Card Payment Service

Customer Information Systems
(Bill Generation, Payments, collections, communications)

- Large Power Billing - CT/WMA
- C2 Suite
- CACS (LNU)
- DebtNext
- CSF Metavante
- Finalist
- Verimove

Bill Information

Meter Systems

- MV90xi - CTMA
- Field Collection System - CT WMA NH
- PowerTrack - Meter Inventory

Meter Read Info

Meter Data

- MDMS - Meter Data Management System
- Meter Bill Tracking System

Meter data & Billing Determinants

Contact Center/CSR

- C2 Workstation
- NMS Ticket Transport System (OTTRS)
- NICE CXOne Standard Reporting
- Springboard
- Payment Plan Portal
- Customer Speech Analytics Engine
- NICE CXOne Performance Management
- NICE CXOne Max Agent with Integrated Softphone

Customer Info, Account Info, Outage Reports

Cust Information Account Info

Usage, Customer, Meter

Customer

Customer, Orders

Customer Info, Service

Work Orders Meter Info

Reporting Systems

- Customer Central Suite - Report Mart Sales & Revenue
- Customer Central Suite - Report Mart Streetlights
- Customer Central Suite - Report Mart Other
- Data Analytics Tool (MDAT) - Data Analytics Tool
- Customer Group Data Repository (CGDR)
- Enterprise Data Platform (EDP)
- Revenue Assurance - Revenue Assurance Data Mart
- Customer Reference Database (CRDB)
- Data Analytics Platform (EAP)

Energy Management

- Retail Operations
- Energy Probe

Revenue Management

- PowerPlan - Projects/Work Order

Fraud

- Revenue Assurance AI Engine

Renewables

- PowerClerk Interconnection CT

Work Order Management

- FieldNet - NU
- Maximo
- Work Management System - Web Initiation