NAME	DESCRIPTION	DATA TYPES
Social Agency Portal	Application that is used by social agencies to enroll customers on protection programs	Customer, Account, Usage, Billing, Credit, Programs
Medical Portal	Appliction used by registered physicians, physician assistants, and advanced practice registered nurses to qualify customers for medical protections	Customer, Account, Billing, Credit
Landlord Portal	Application that allows landlords to manage properties	Customer, Account, Billing
Cust Acct History Hub	Application that allows legal offices, loan originators and collections agencies to view usage and account info they would otherwise call the call center to obtain	Customer, Account, Usage, Billing
Eversource.com	Web based online services for customer self service on Eversource.com	Customer, Account, Usage, Billing, Supplier, Service, Payment, Credit, Orders
Mobile	Mobile application for customer self service	Customer, Account, Usage, Billing, Service, Payment, Orders,
Omelia Customer Service IVR	Automated telephone system that interacts with callers, gathers information, and routes them to the appropriate recipient or self service option	Account, Customer, Billing, Credit, Service, Payment
SMS	2 way text self service capability for customers	Account, Customer, Billing, Credit, Service
RightFax	Enables the call center to send and receive faxes	Images of documents sent in to or from the call center
MV90xi	Appliction used to remotely poll, collect, validate, and process complex interval consumption data from commercial and industrial (C&I) electric and gas meters	Account, Usage
Field Collection System	Application used to facilate the reading of meters	Account, Meter and Usage
PowerTrack - Meter Inventory	Application that houses the electric meter inventory	Account, Service, Meter
MDMS	Application is used to store scalar meter reads for electric and gas meters validates and estimates the data, generates meter determinants and create work queues. Bills are is generated in C2 based on the meter determinants value calculated at MDMS	Account, Meter, Service, Orders
Meter Bill Tracking System	Application used to facilate validation of inteval meter reads in MV90 prior to being sent to billing	Meter, Usage
Large Power Billing - CT/WMA	Large Power Billing (LPB) system is used to bill CL&P customers that are not able to be configured to bill in C2	Customer, Account, Usage, Meter, Billing data
C2 Suite	Customer Central (C2) is the main Customer Information system	Customer, Account, Meter, Orders, Interaction, Billing, Credit, Supplier,
C2 Workstation	The Customer Central (C2) application front end is what our CSRs use to service customers	Customer, Account, Meter, Orders, Interaction, Billing, Credit, Supplier,
CACS	Customer Information system to manage credit and collections accounts	Customer, Account, Credit, Billing, Payment History, Payment Plans, Third
DebtNext	3rd party collections vendor application used to manage customers sent to agencies for collection	Customer, Account, Credit, Billing, Payments, Third Party Collections
CSF Metavante	Software tool that allows Eversource to format black and white customer bills	No data as this is a tool.
Finalist	Software tool used in the process of validation, standardization and correction of postal addresses to ensure accurate delivery to customers	Addresses
Verimove	VeriMove is a certified interface to the USPS® National Change Of Address (NCOALink®) system. VeriMove updates mailing lists with USPS Change Of Address	Addresses
Ebil Kubra Integration(iDox)	Electronic Billing and Payment platform that allows customers and CSRs to view bills and make payments	Customer, Account, Billing, Payment History, Banking Information
FIServ	Service that presents eBills to customers at their online bank website. (Checkfree service)	Bill images
SpeedPay Credit Card Payment Service	Third party service that allows cutstomers to pay their bill by credit card and allows CSRs to assist customers in making payments	Customer, Account, Billing, Banking information
NMS Ticket Transport System(OTTRS)	Application that CSRs use to process outage tickets for customers who report power is out	Customer, Service, Orders
NICE CXOne Standard Reporting	Quality evaluation, coaching and reporting for improving agent performance and a better customer experience	Agent, Customer, and Account
Springboard	Application used by CSRs for direct access to third party applications and the internal payment plan portal	Account
Payment Plan Portal	Application used by CSRs to assist customers in enrolling on payment plans and company programs.	Account , Customer, Credit, Billing, Payments, Payment Plans, Programs
NICE CXOne Performance Management	Report and analytics tool for monitoring CSR performance	Customer, Account
NICE CXOne Max Agent with Inegrated Softphone	Integrated softphone application used by agents to handle the calls	Customer, Account
Customer Central Suite - Report Mart Sales & Revenue	Datamart for Financial and Revenue Reporting	Customer, Account, Usage, Payment History
Customer Central Suite - Report Mart Streetlights	Datamart supporting the ability for the business to report on Streetlights	Inventory, Customer, Account, Billing
Customer Central Suite - Report Mart Other	Datamart used by emplolyees for other customerservice related details	Customer, Account, Suppliers, Billing
Data Analytics Tool(MDAT) - Data Analytics Tool	Datamart supporting the ability to report on metering data analytics	Customer, Account, Meter, Orders, Billing

NAME	DESCRIPTION	DATA TYPES
Customer Group Data Repository (CGDR)	Interemediate database that is used as a source for customer data needed by downstream systems	Customer, Account, Usage, Credit, Billing, Payments, Energy Efficiency
Enterprise Data Platform(EDP)	Business Intelligence Platform for customer information	Customer, Account, Usage, Credit, Billing, Payments, Energy Efficiency
Revenue Assurance Data Mart	Datamart that provides revenue assurance investigators with information related to activity to be investigated.	Account, Orders
Customer Reference Database(CRDB)	Interemediate database that is used as a source for customer data needed by self service	Customer, Account
Data Analytics Platform (EAP)	Business Intelligence Platform for customer information	Customer, Account, Usage, Credit, Billing, Payments, Energy Efficiency
Retail Operations	Application used to support load settlement reporting to ISO-NE	Account Info, Usage Info, Meter Info
EnergyProbe	Provides visualization and analysis of electric interval load profiles	Customer Info, Meter Info, Interval Usage
PowerClerk Interconnection CT	Aplication that allows solar contractors and customers to view and manage the proc	Customer, Account, Service
FieldNet - NU	Application used by field service for working customer service orders	Account, Customer, Usage, Meter
Maximo	Application to track Work Order for Customer Work (New Install, Upgrade, Exchange, Retire/Demo) as well as Distributed Generation related workorder for	Account, Customer, Service, Requester, Contractor, Payor
Work Management System - Web Initiation	Online service for new construction orders and order tracking. Allows inspectors to approve and supports ability for contractors to track all their work in one place.	Customer, Orders