

**PUTTING THE "ACTIVE" IN INTERACTIVE VOICE RESPONSE**

Professional excavators queued to be helped by the next available Lone Star 811 Customer Service Representative (CSR) can now begin entering their locate requests over the phone. Lone Star 811's phone system makes use of the latest Interactive Voice Response (IVR) technology that allows it to automatically ask questions and recognize the spoken answers of callers. The phone system converts the spoken answers to digital text, fills in the matching fields of the ticket with the caller's answers, and transfers the partially completed ticket to a CSR for completion. The CSR verifies the information with the caller and releases the ticket, reducing amount of valuable time the excavator spends on the phone.

Lone Star 811 has reduced hold time and improved service for all callers since introducing this feature. We will soon make this important service available to homeowners.

See the following article for more information about the enhanced services available to callers through the IVR.



**NO WAITING FOR EXCAVATORS USING THE IVR FOR RELOCATES**

Lone Star 811 began using the IVR to handle requests from excavators for simple re-locates last fall. To use this service, the excavator selects to be transferred to a special queue upon calling in. The IVR then prompts the caller to use the keypad of their touch-tone phone to enter the ticket number that needs to be refreshed. After asking the caller a few simple questions to ensure the ticket number is correct, the IVR hands the ticket number off to Lone Star 811's computer system for processing. The caller is released to go about their business without ever having spent any time waiting for a CSR.

> LONE STAR 811 REMAINS THE MOST TECHNICALLY ADVANCED & COST EFFICIENT CALL CENTER IN THE STATE OF TEXAS <

**INTERNET-BASED TICKETING NOW OPEN TO HOMEOWNERS**

Lone Star 811 introduced ITIC Lite this past May. ITIC Lite is specifically designed to simplify web ticket entry for homeowners and other occasional excavators.

With this user-friendly, intuitive system, users without formal training can enter tickets online. A user can also use simple tools to map the excavation site if ITIC Lite finds an exact match for the location entered. Lone Star 811 is the ONLY notification center offering Internet ticketing service to homeowners in Texas!



**NOW AVAILABLE: CUSTOMIZED MESSAGES ON RETURN COPIES OF TICKETS!**

Lone Star 811 automatically sends a record copy of the completed ticket to the excavator. Facility operators who partner with Lone Star 811 can add customized messages to these record copies. This service is available free-of-charge and is a great way to communicate important messages about damage prevention to excavators! Here is just one example of a customized message that can be delivered:

*"ABC Energy does not locate underground electric service lines from the electric meter to the transformer on private property - for information as to why, please call 713-555-5555."*

