



# CUSTOMER COMMUNICATION AND ENGAGEMENT (CCE) WITH MOBILE DISPATCH

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ANDREW MCCOLGAN



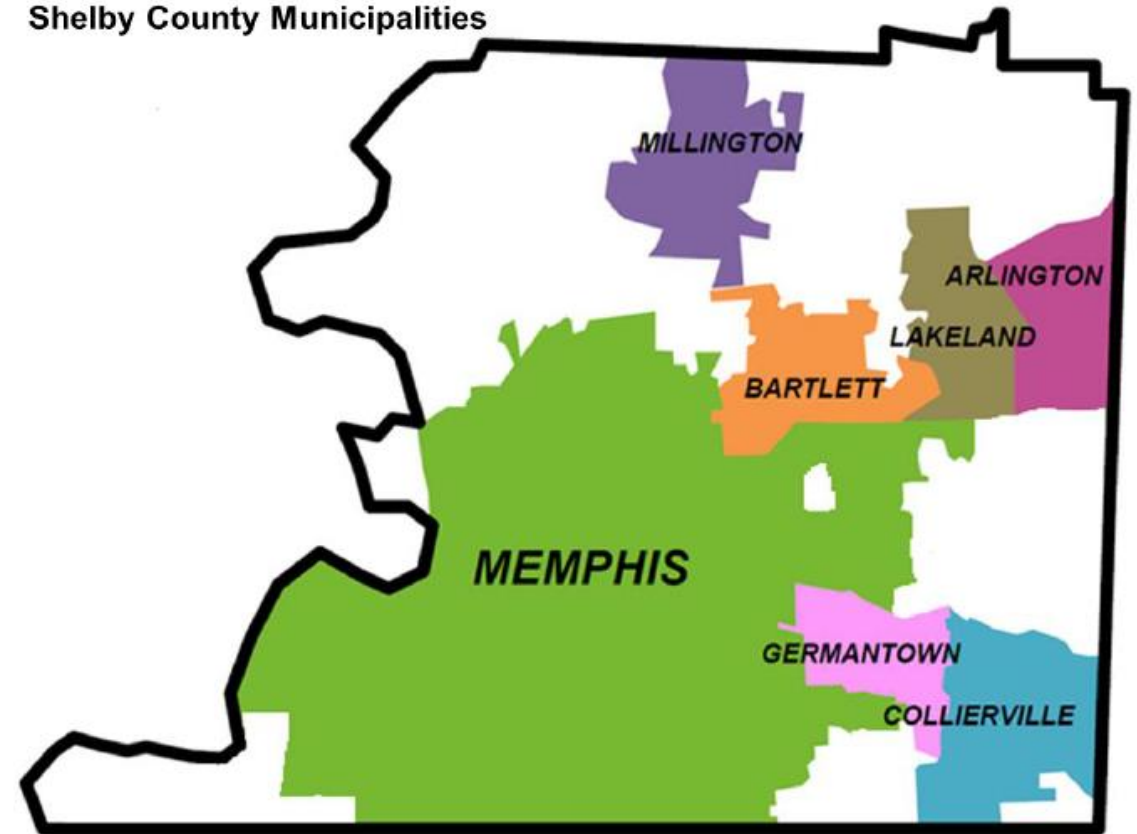


# MLGW SERVICE AREA

MLGW provides electric and gas service to all of Shelby County

MLGW provides water services to all of the Memphis and parts of unincorporated Shelby County, as well as Arlington and Lakeland

Shelby County Municipalities



# ONE OF THE LARGEST <sub>3</sub> SERVICE UTILITIES IN THE UNITED STATES



**ELECTRIC**

Residential

372K

Commercial

46K



**GAS**

Residential

309K

Commercial

26K



**WATER**

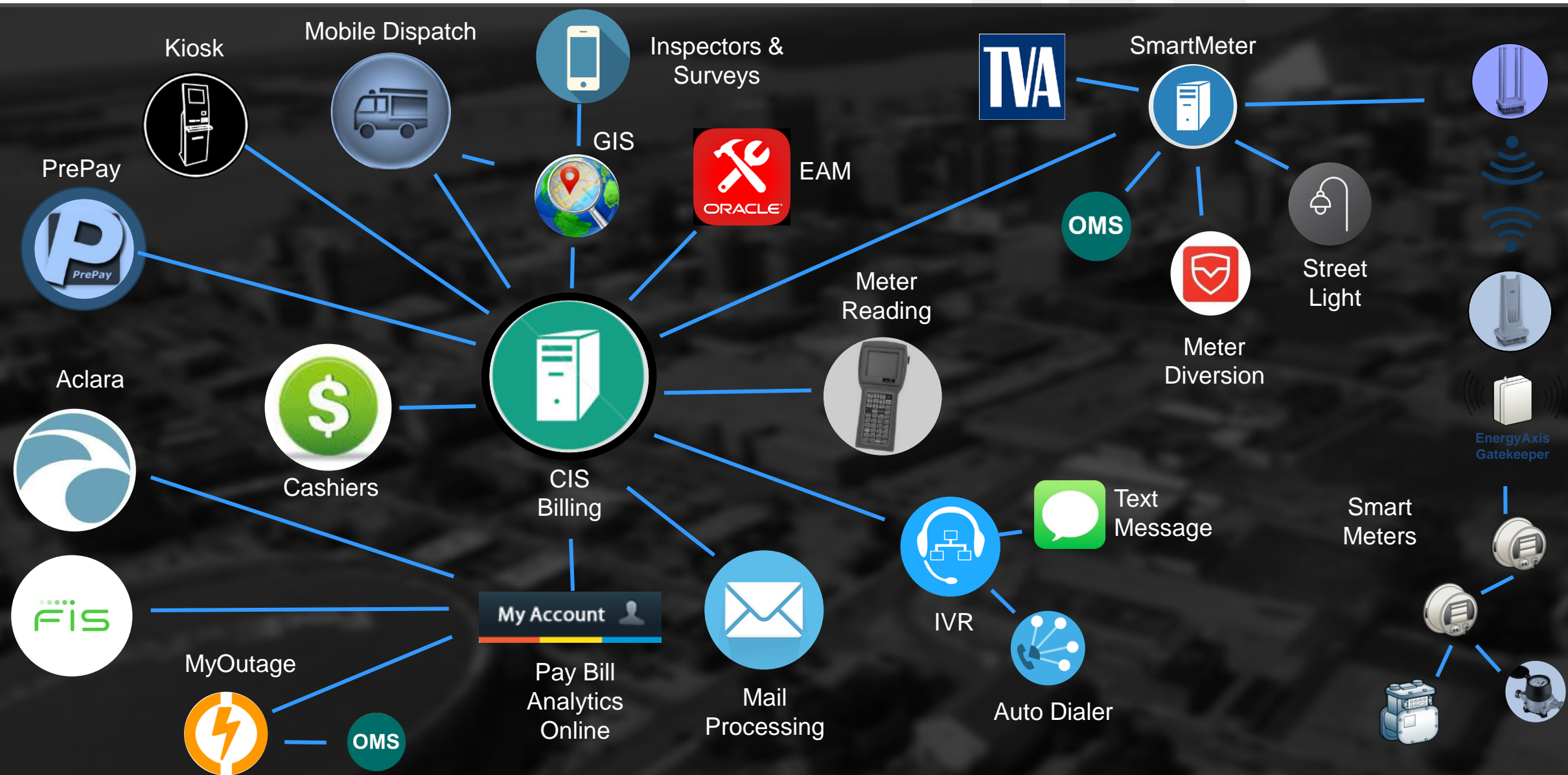
Residential

243K

Commercial

24K

# APPLICATION NETWORK



# MOBILE DISPATCH

- 300 trucks equipped with rugged Toughbooks
- Areas include:
  - Customer Service
  - Revenue Protection
  - Meter Shops
  - Facility Locators
  - Trouble Shooters



# Clevest Mobile Dispatch

- Project started in 2017...planned for a 2 year project!
- Provides solutions for:
  - Customer engagement
  - Field management
  - MLGW managed applications
  - ESRI Integration
  - Mobile away from the truck





# MLGW MOBILITY NETWORK

The project required higher bandwidth, security and reliability





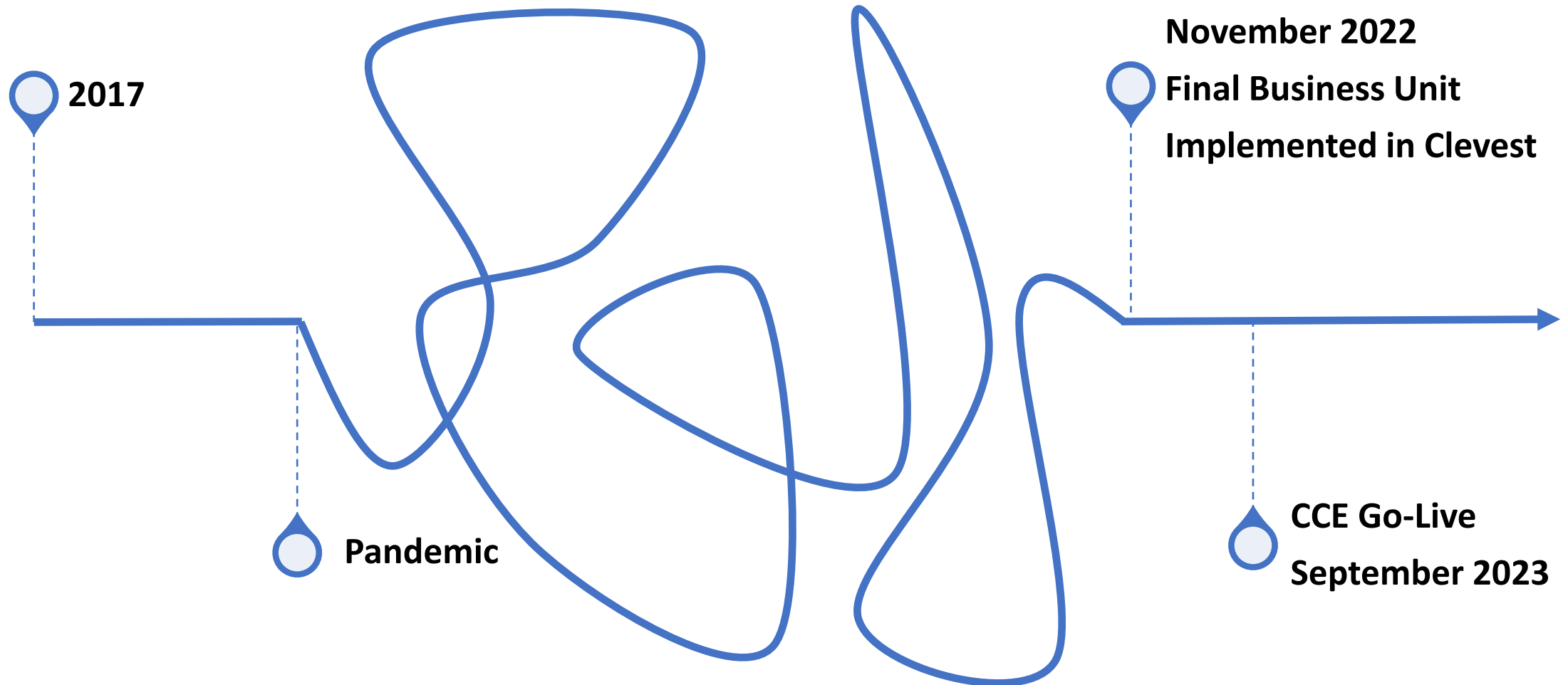
# AT&T FIRSTNET CELLULAR NETWORK



- Clevest Mobile Dispatch application runs on cellular
- FirstNet is a first responders network allows MGLW to have priority communication over the general public
- FirstNet gives MLGW priority bandwidth and reliability during storms and disasters

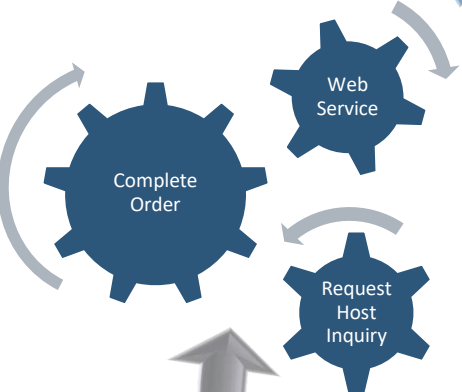


# Mobile Dispatch Project Timeline



**MLGW MOBILE DISPATCH WORKFLOW:**

**Completion and/or  
Host Inquiry Process**



**Work Orders Received  
(Enroute & Onsite Process)**



**Mobile Dispatch Application  
(Workbook)**



**MLGW Host Systems**



**Clevest Host System**



**Dispatcher Application  
(Workspace)**





# MLGW DISPATCHER APPLICATION:

- MLGW Creating and Receiving Orders in Host Systems
  - CIS (Revenue Protection, Customer Service, Meter shop, etc....)
  - Cares (Troubleshooters)
  - TN811 (Locates)
- Orders Received in Clevest Host System
  - Soap Web Services
- Dispatching and monitoring process
  - Auto Assigned
  - Manually Assigned
- Dispatcher to field workers communication
- Jasper Reports and Dashboard



# MLGW DISPATCHER APPLICATION:

- Dispatcher Workspace Log in
- Workspace Views
- Workorder Assign
- View Assigned, Completed, Onsite, Enroute, etc..
- View W.O History, Breadcrumbs, Geofencing
- View GIS Assets & Attachments
- Run Reports & Dashboard

The screenshot displays the MLGW Dispatcher Application interface. On the left, a sidebar shows a map of Memphis with various filters for Results, Poles, Lots, and Municipality. The main area shows a 'Worker Order Activity' report for Jack, Andrew, and RevProt, Sasha. The report includes columns for Order Number, Time, Activity, Host Order Number, Order Type, Area, Job Code, and duration/estimate for Enroute and Onsite activities.

**Jack, Andrew**

Order Number	Time (HH:mm)	Activity	Host Order Number	Order Type	Area	Job Code	Time (HH:mm)	Duration (hh:mm)	Time (HH:mm)	Duration (hh:mm)	Estimate (HH:mm)
2019-10-03								00:02	00:00	00:00	
C000000106	15:33	Enroute	3000158295	RP			15:33	00:02	00:00	00:00	
C000000106	15:43	Suspend	3000158295	RP				00:00	00:00	00:00	
2019-10-10								00:00	286:19	00:05	
C000000106	11:59	Enroute	3000158295	RP			11:59	00:00	00:00	00:00	
C000000106	11:59	OnSite	3000158295	RP				00:00	11:59	286:19	00:05
2019-10-23								00:00	00:00	00:00	
C000000106	10:20	Suspend	3000158295	RP				00:00	00:00	00:00	
Suspended: 2								00:02	286:19	00:05	

**RevProt, Sasha**

Order Number	Time (HH:mm)	Activity	Host Order Number	Order Type	Area	Job Code	Time (HH:mm)	Duration (hh:mm)	Time (HH:mm)	Duration (hh:mm)	Estimate (HH:mm)
2019-10-01								00:00	00:04	00:05	
C000000089	16:46	Enroute	3000158283	RP			16:46	00:00	00:00	00:00	
C000000089	16:46	OnSite	3000158283	RP				00:00	16:46	00:04	00:05

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# MLGW TECHNICIAN PROCESS:

- MLGW Order Received
  - Revenue Protection- iPhone
  - Troubleshooter- CF33
  - Facility Locator- CF33
- MLGW Work and Complete of Orders
- Assets and Order Map View
- Turn by Turn Direction
- Back Office Message
- Host Inquiry
- Shift Registry





# MLGW CF-33 TECHNICIAN WORKFLOW:

- View General Information
- Tech Enroute; Onsite
- Completion form
- Electric Meter Remove
- Field Image Capture
- Completion & Submission

The screenshot displays the 'Clevest WorkBook' mobile application interface. At the top, there's a header bar with a menu icon, 'Order Menu', and navigation buttons: 'Camera', 'Back', 'Next', and 'Locate on Map'. Below the header, the form is divided into several sections:

- 3000158357**: A text field containing the service number.
- Completion**: A section with 'Action Taken' (a dropdown menu) and 'Comments' (a text area).
- Charges**: A section with 'Investigative Fee' (a dropdown menu), a toggle switch for 'RT\_DiversionCharges (0)', and a 'Diversion Charge' field.
- Case Remarks**: A large text area for case notes.
- RT\_Hazards\_New (0)**: A section with a toggle switch and a table with columns 'Hazard Type New' and 'Hazard Comments'.

The bottom of the screen features a navigation bar with icons for a menu, signal strength, Wi-Fi, email (with a notification badge), a refresh icon, a zoom icon, a chat icon, a user profile icon, and an 'Emergency' button with a warning icon.

# What is CCE?


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- Collaboration between MLGW, IFS (Clevest), and Message Broadcast.
- Integrations between MLGW's Mobile Dispatch system, CIS, and Message Broadcast enable MLGW to send reminder notifications to customers throughout the lifecycle of the service order appointment.




# Appointment Notifications


- Notifications will be sent at specific times leading up to the appointment.
  - Appointment Confirmation
  - Week before
  - Day before
  - Enroute
  - Reassigned



MLGW is reminding you of your {{jobCodeDesc}} appointment on {{requestStartDate}}. Your technician will arrive between the hours of {{requestStartTime}} and {{requestEndTime}}.

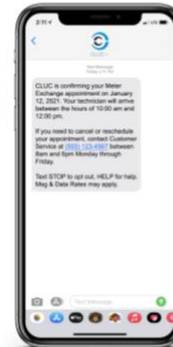
If you need to cancel or reschedule your appointment, please contact Customer Service at (901) 544-6549 between 8am and 6pm Monday through Friday.



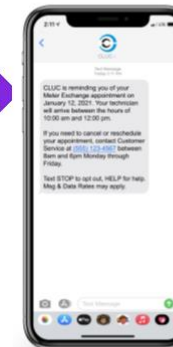
	<b>Policies</b> Customer Care Policy Electric, Gas, Water Schedule of Charges Incentive Policy Public Records Requests	<b>General</b> My Account Energy-Saving Tools Job Opportunities Pay Your Bill Purchasing/Contracting	<b>Programs</b> Plus-1 Gift of Comfort OnTrack Share the Pennies AutoPay	<b>Quick Links</b> Social Media Safety Contact MLGW En Espanol Lead Service Database
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MLGW  
220 South Main St.  
Memphis, TN 38103  
More Contact Info

## Appointment Confirmation



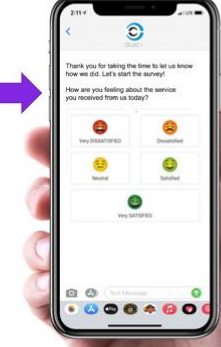
## Appointment Reminder



## Appointment Enroute Notification



## Appointment Feedback / Survey





# Appointment Notifications

- MLGW Call Center will ask the customer if they would like to be contacted with Appointment Notifications
- Customer can choose between Email, SMS Text, or IVR notifications and will provide an email address or phone number they would like to be contacted at.
- Pilot project limited to M01 Pilot Light Up service orders.
- Integration with MyAccount will be added after the pilot project.

Service Order Generation - Call Center (UWASOGN)(0485.010)(CISPRG1)

Customer: 1158581 GADDY, CORISSA L.  
Premises: 1012223 876 BIGGS ST, MEMPHIS  
This premises has no current open orders.

Phone: 901 486-9764 Default Cust: ☐ Co-Applicant: ☐

Order Type:   
Service:

Need Date: 11-SEP-2023  
Note:

Service Order No:   
Assoc SO No:   
Project No:

No Charge: ☐  
Charge Override:

M01 Appointments CCE Appointment Reminders Service Order...  
Co-Applicant Maintenance... Quit

Does the customer want Appointment Reminders? ☒ Yes

Cust Code 1205199  
Prem Code 1498840

☒ Email Email Address   
☐ Text Message Phone Number   
☐ Phone Call

Save Quit

# Appointment Notifications

The screenshot displays the 'Service Order Generation (UCASOGN)(0485.079)(CISQA)' window. The main form contains the following fields:

- Customer:** 966559, JACKSON, RAVEN A.
- Premises:** 1354771, 4750 HEATHER ROW DR, MEMPHIS
- Phone:** 901 371-1597
- Order Type:** M01, Pilot Safety Inspection
- Service:** 1, RGAS, Residential
- Need Date:** 13-SEP-2023
- Note:** text MB
- Service Order No:** (empty)
- Assoc SO No:** (empty)
- Project No:** (empty)

Below these fields are buttons for 'M01 Appointments', 'CCE Appointment Rem', and 'Co-Applicant Maintenance...'. At the bottom, there are fields for 'Bills To' (AL 4750 HEATHER ROW MEMPHIS T) and 'Pay by'.

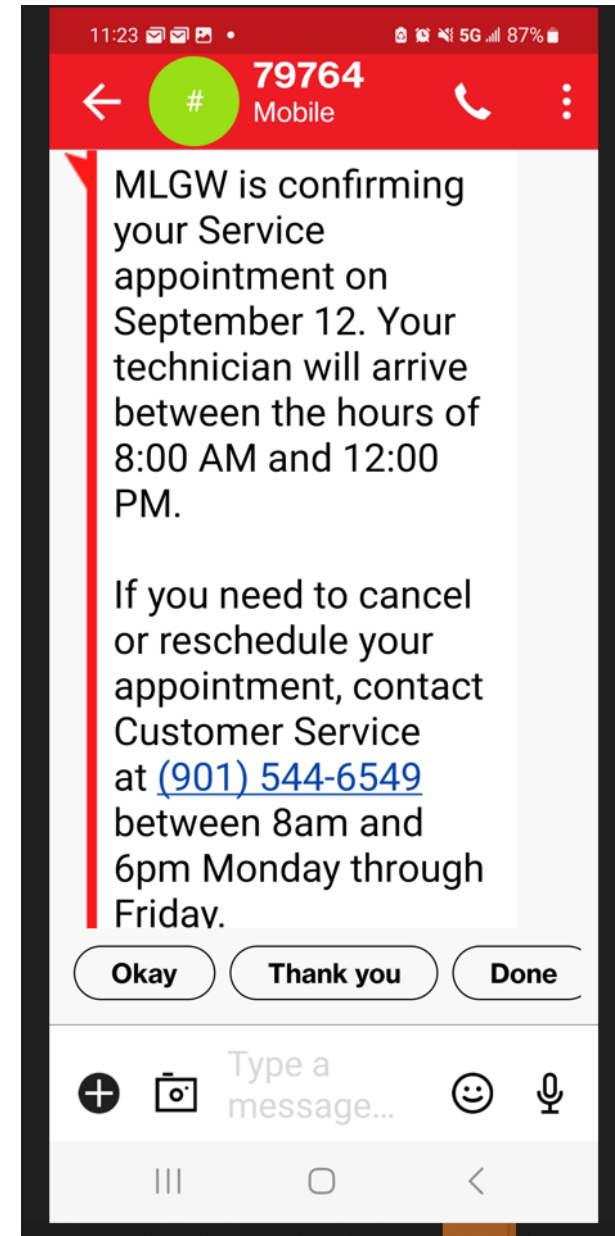
An 'Appointment 2.2.3 (0485.011)' dialog box is open over the main form. It contains a 'Service Order' table with columns 'Type', 'Number', 'Customer', 'Premises', and 'Business Unit'. The first row shows 'M01', an empty number, '966559', '1354771', and 'CSH3'.

The dialog also features a 'Date' section with a calendar for September 2023, where the 13th is selected. The 'Time' section has radio button options: 'All Day', 'AM (8 AM - 12 PM)', 'PM (12 PM - 4 PM)' (which is selected), 'Evening (4 PM - 12 AM)', '8 AM - 10 AM', '10 AM - 12 PM', '12 PM - 2 PM', '2 PM - 4 PM', and '4 PM - 6 PM'. 'OK' and 'Cancel' buttons are at the bottom right of the dialog.

- Select the appointment date and time, click ok and the order is created.

## Confirmation Text Message

Once the service order is created an appointment confirmation is sent





## Confirmation Email Message

Once the service order is created an appointment confirmation is sent

**Note:** If the option is phone, the customer receives a phone call.

### FW: Booking Confirmation



Wanda Dawson

To ● Maria Brown; ● Michelle Rinehart



11:35 AM

**From:** Memphis Gas, Light, and Water <[donotreply@cce.mlgw.org](mailto:donotreply@cce.mlgw.org)>

**Sent:** Monday, September 11, 2023 11:34 AM

**To:** Wanda Dawson <[WDawson@mlgw.org](mailto:WDawson@mlgw.org)>

**Subject:** Booking Confirmation



MLGW is reminding you of your Service appointment on September 11.  
Your technician will arrive between the hours of 12:00 PM and 4:00 PM.

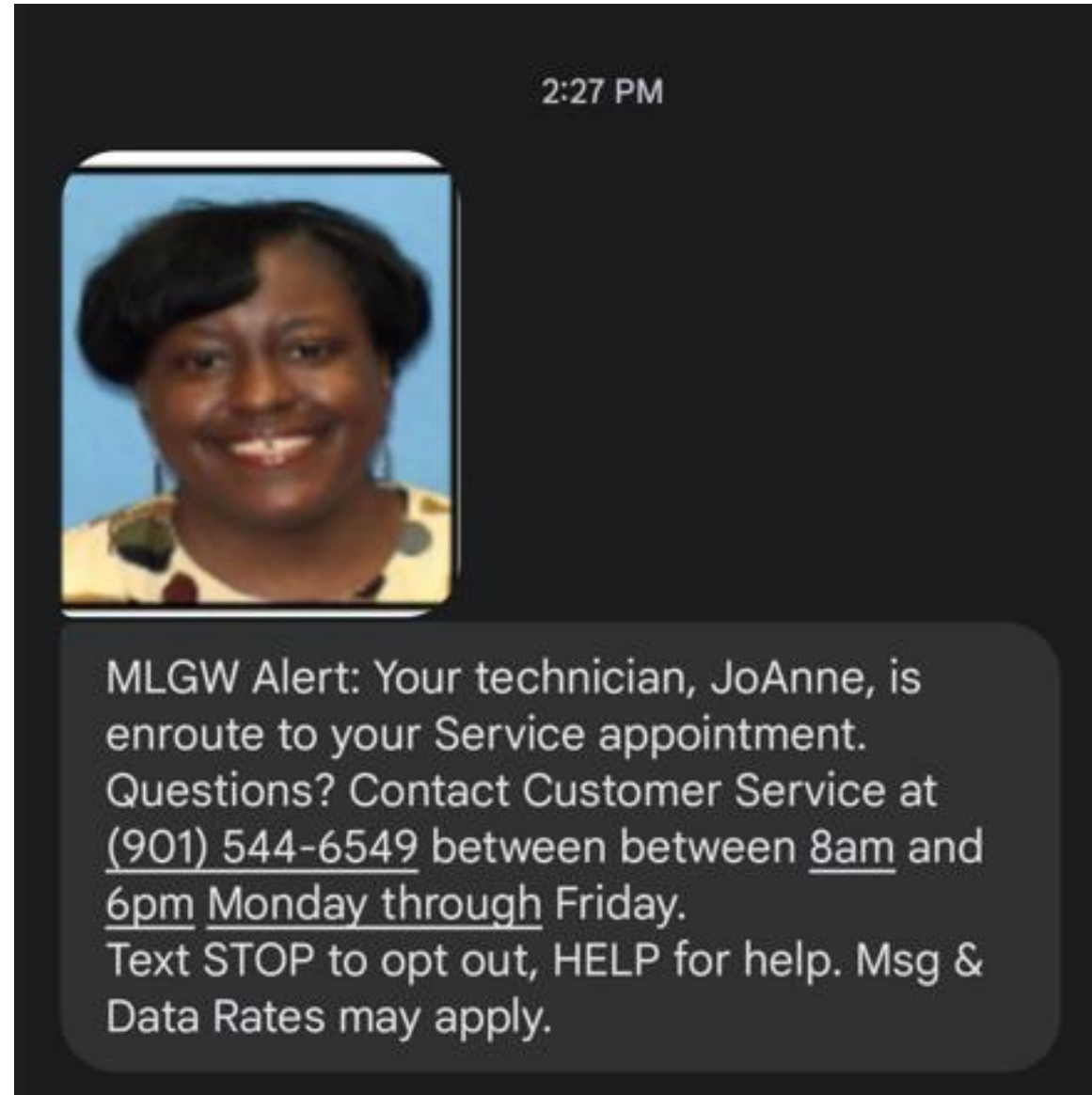
If you need to cancel or reschedule your appointment, contact Customer Service at (901) 544-6549 between 8am and 6pm Monday through Friday.



## Enroute Message

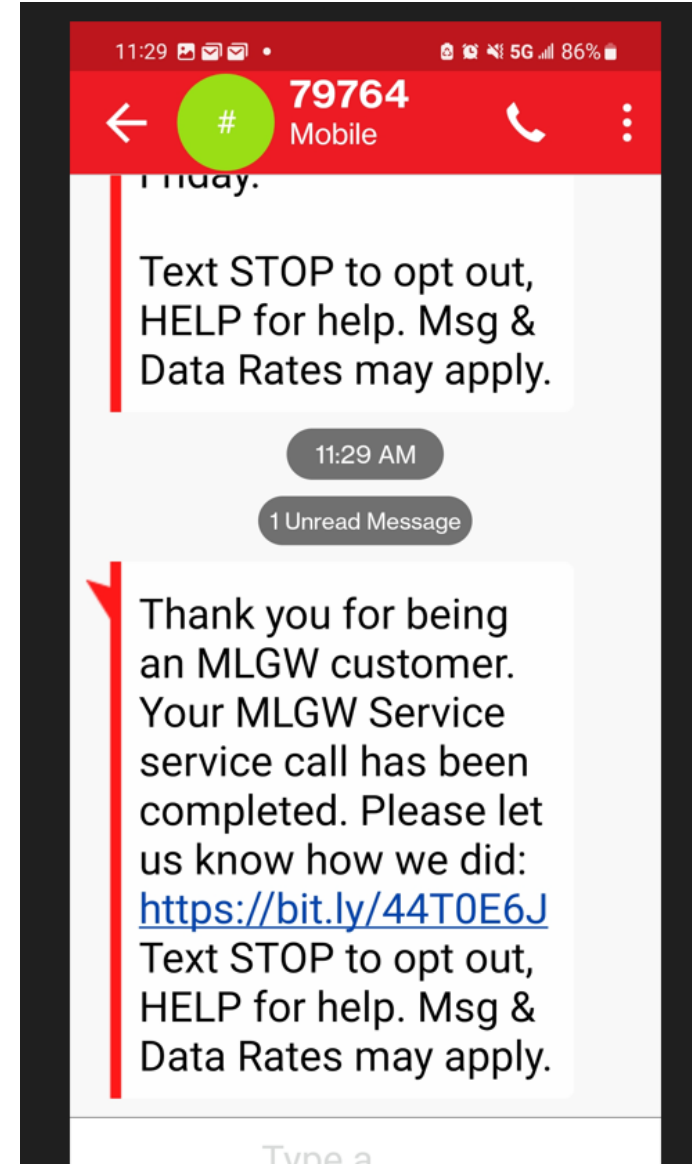
The customer is sent the message when the technician is enroute to the customer's home

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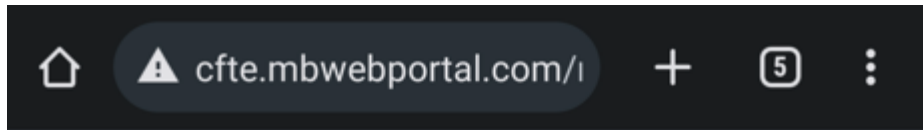
# Survey Message

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# Customer Feedback


- When the order is completed, the customer will receive a survey to rate their service
- Survey results are sent back to CIS and stored along with all of the service order information.



Thank you for taking the time to let us know how we did. Let's start the survey!


How are you feeling about the service you received from us today?

 Very Dissatisfied

 Dissatisfied

 Neutral

 Satisfied

 Very Satisfied

On Selecting

 Very Dissatisfied



We're sorry to hear that. Would you like someone to call you back?

Yes, call me back at 9013358051

Yes, call me back at a different number

No, do not call me.



# Customer Satisfaction Survey

When a customer completes a survey, a note is added in CIS

The screenshot displays a CIS interface with a top toolbar containing various icons. Below the toolbar, a header section shows the following information:

Cust Code	Prem Code	Address
773318	1014777	871 N BARKSDALE ST MEMPHIS TN

Below this header, a window titled "Note Query (UCINOTE)(0485.004)(CISQA)" is open, displaying a table of notes:

Customer	Premises	Note Number	Note Type	Service Number	Remind Date	Person to Remind
773318	1014777	62691564	SURVEY			
773318	1014777	53165930	WSWA			UIMSUSR
773318	1014777	53148330	WSWA			UIMSUSR
773318	1014777	49949808	CCS			
773318	1014777	37283207	SMIN			

Below the table, the following information is displayed:

Name: ROBERT V DYE      Addr: 871 N BARKSDALE ST MEMPHIS TN

Last Change By: UIMSUSR      Last Change On: 13-SEP-2023 14:36:00      Exp Date: 31-DEC-2099

Note Text:

Customer Responded to Survey

## Order Status

- ☐ Cancelled
- ☐ Close
- ☐ Open

## Count of M01s

2,332

# Customer Communication and Engagement

## Last Refresh

10/18/2023 8:33:19 AM

## Email

30

## Phone

218

## Text

262

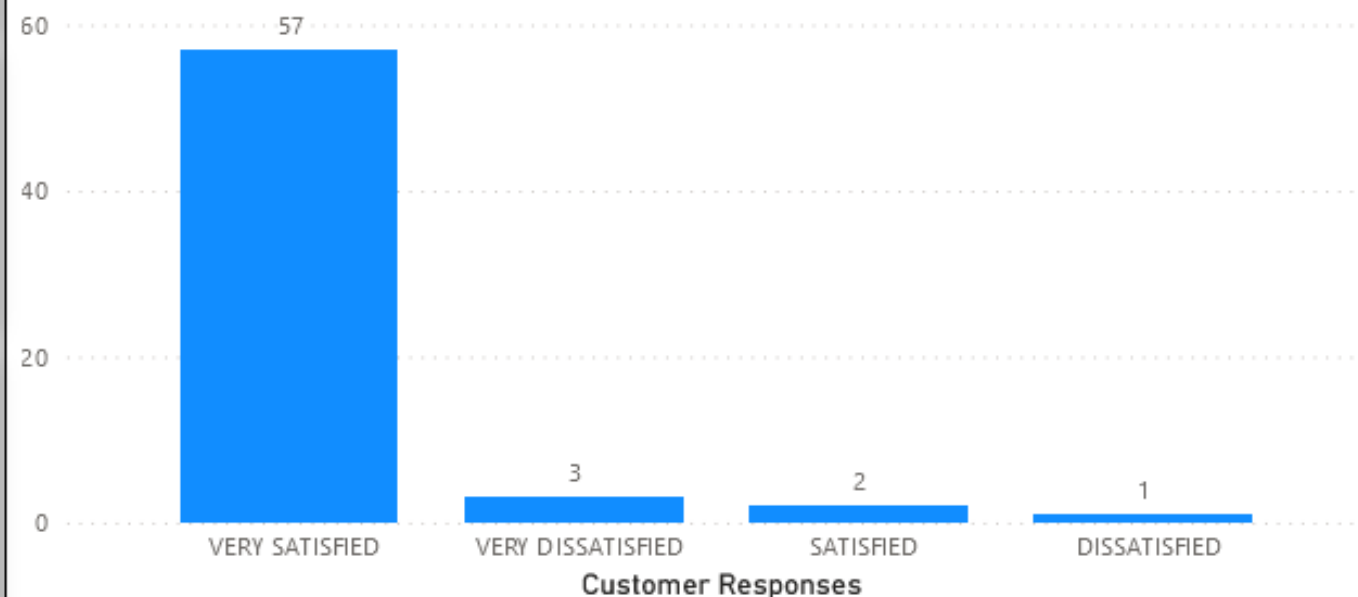
## Count of CCE Sign Up

510

## Count of CCE Reponses

63

## Count of Customer Feedback Survey



## UCBSVCO\_CODE FullName

46160583

46162377

46168488

46175350

46264075

46264078

46264345

46265844

46265980

46266232

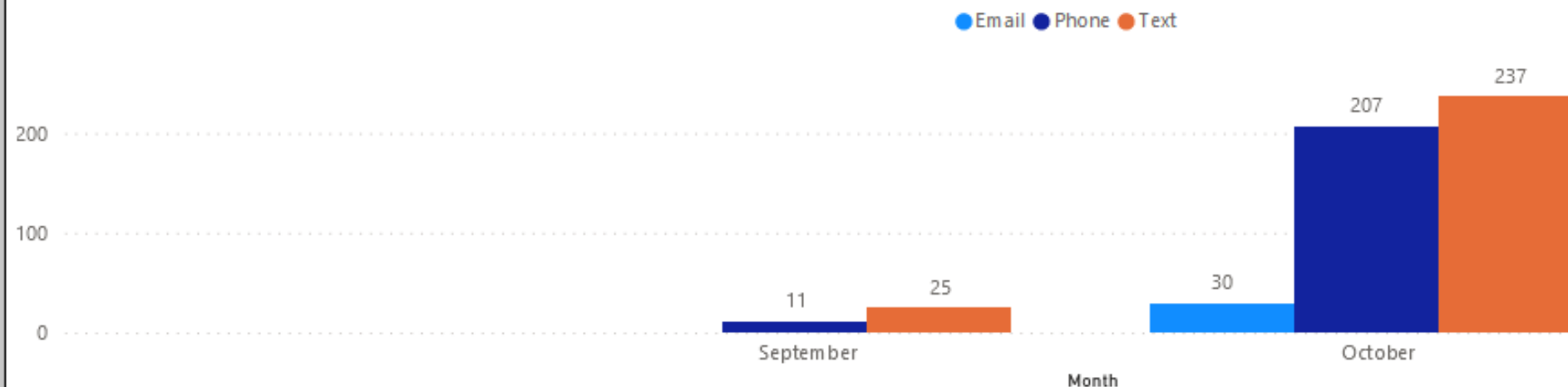
46268179

46268472

46268477

46268543

## Daily Rate of CCE Opt In





# Future Enhancements

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- Implementation of additional order types.
- Survey Feedback for Dissatisfied, Highly Satisfied, in addition to Highly Dissatisfied.
- Integration with MyAccount

ORDER TYPE	ORDER DESCRIPTION
C01N	Connect-Cust Req Next Day
C01S	Connect-Cust Req Same Day
C05	Cut in Error Reconnect
C05A	Cut err,off n field,activ on recor
C06	Reconnect Cross Connection
C06A	Reconnect Cross Con Active in CIS
C07	Meter Putback
C08	Connect Meter Wanted
C22	CALL BACK CONNECT
C26	CALL BACK DISCONNECT
M01	Pilot Safety Inspection
S01	Investigate High Bill
S02	Rate Check
S06	Trace Out Service & Meter
T17	Left Off-Division
T46	Meet Contractor
T52	Turn On to Test Out
T52S	Turn on test out/connect mtr wanted

Thank you!!

Questions??

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