LUMA's Response to Hurricane Fiona

NEPR-MI-2022-0003

Response: RFI-LUMA-MI-2022-0003-20221118-PREB-F004

SUBJECT

Call Center - IVR

REQUEST

What is the breakdown of operator answered calls compared with IVR answered calls?

RESPONSE

All calls were answered first by the IVR and based on customer selection, calls were transferred to an advisor. The only transaction that could be performed through the IVR without advisor assistance is a bill payment. The option for customers to make payments independently is a positive step forward for customer contact center functionality that was introduced during Hurricane Fiona to ensure the highest priority calls were managed efficiently.