



Customer Information System (CIS)





One of the most critical challenges facing utilities today is the ability to interact with consumers the way those consumers want to communicate. The ability to “meet consumers where they are” is becoming increasingly important to the overall customer experience. A key component is a Customer Information System (CIS) that can integrate fully with key utility systems to give you the flexibility to connect to your consumers.

After all, isn't that what a Customer Information System should be all about?

Value

Milsoft's Customer Information System is a robust yet value-oriented system that provides superior features and functionality. Our ability to handle multiple utility services, complex billing scenarios, collections, payments, customer care, service order management, prepaid metering, and other important day-to-day tasks, sets us apart as a uniquely capable solution.

In addition, our Prepaid Billing, Net Metering, and other key functionality is built into our CIS, which means you can now extend this high-demand functionality to your consumers—either now or in the future.

Workflow

CIS is browser-based and can be used within Internet Explorer, Google Chrome, and other popular web-browsers, which puts today's users in a familiar environment to accomplish their daily tasks. All screens have been created using a task-based design—that is, they were designed in a commonsense way to help streamline processes, reduce mouse clicks and keystrokes, and make staff training less extensive.

With our advanced billing solution, workflow is enhanced for both staff and consumers with ePrint, allowing immediate access to the consumers' bill that can be viewed and printed from within CIS and from our eBusiness customer self-service solution.

Choice

In addition to superior design, CIS is tightly integrated with our other software solutions that can assist you in your customer self-service, financials/accounting, work management, and outage needs. CIS can also be integrated with your AMR/AMI, payment processing, GIS, and other key systems. The level of integration achieved allows real-time updates that ensure your staff is always in the know on everything having to do with your consumers. And after all, isn't that what a Customer Information System should be all about?



Search Criteria

Account: [None] Sub: [None] Service: [None] RSP: [None] Rate Type: [None]

Amount From: [07/01/2019] To: [07/20/2019]

Collector: [None] Collection Status: [Phone list] Source: [None] Special Collection Type: [None]

On Hold: [None] Budget Customer: [None] Has Phone: [None]

Has SO: [None] Last SO Type: [None] Last SO code: [None]

Has Disconnected Call: [None] Service Order No: [None]

Filter Save Clear

Account	Name	Amount Due	CS	SO	SO Number	SO Type	Follow Up Date	Book	Hold	TA	CS	Status	Loc
39031-003	FAGGINS, RUBE	\$125.78	\$259.59	1	0	0	07/18/2019	2					46311350000
39031-000	FAGGINS, RUBE	\$161.36	\$314.64	1	0	0	07/18/2019	2					46311330000
39031-008	FAGGINS, RUBE	\$415.77	\$750.98	1	0	0	07/18/2019	2					46311360000
43297-007	BRUFFERS, ELMOR	\$160.71	\$355.94	1	0	0	07/18/2019	2					46332970000
123737-001	CARMAN, PRESICILLA	\$333.50	\$628.33	1	0	0	07/18/2019	2					46332760000
126762-001	CHEMNAULT, SHERIDAN	\$116.62	\$376.86	1	0	0	07/18/2019	2					46337627000
126808-001	ORADWOHI, PARTHENS	\$121.91	\$239.64	1	0	0	07/18/2019	2					46394984000
129414-001	ARIEL, JOYNE	\$133.23	\$354.93	1	0	0	07/18/2019	2					46327620000
126960-002	PAPA, MEL	\$102.63	\$318.82	1	0	0	07/18/2019	2					46335990000
126485-003	RESNEY, EMMETT	\$96.24	\$176.67	1	0	0	07/18/2019	2					46466670000
183790-001	ROCHE, CARIE	\$295.72	\$498.38	1	0	0	07/18/2019	2					46360000000
126504-001	PANTE, TUAN	\$184.63	\$349.96	1	0	0	07/18/2019	2					46323340000
126918-002	ORDIN, ALICE	\$121.32	\$234.68	1	0	0	07/18/2019	2					46395670000
126920-001	FRANCO, ALICE	\$120.24	\$226.47	1	0	0	07/18/2019	2					46395670000

Account 123469-001-1

RUEBEN LIPPA
(555) 624-6221
2 - Active
julie@daffron.com
Paycodes 111111111111
Conn Date: 05/27/1999
Account in Good Standing
Cash Basis Only
Life Support

Account Balances
Prior Balance: \$0.00
Current Bill: **\$172.53**
Payments: \$437.53
Adjustments: **\$240.00**
Amount Due: **(\$25.00)**
Due Date: 07/22/2019
After Date: **(\$25.00)**
Other RSPs: \$0.00
Other Services: \$0.00
All Services/RSPs: **(\$25.00)**
Pending Charges: **\$240.00**
Other Charges: \$300.00
YTD Usage: 11492
YTD Revenue: 1306.53

Location 46-33-84-44-001
Rate: 110 - RESIDENTIAL RATE
Serv Addr: 3086 FM 132
Meter: 75165052
Meter Kind: G - Disconnect Meter
Description: 3D-SP1 TR HSE
Contract Demand:

Images
eBill 56238800
EDLL
eBusiness
Pending Service Order
Open Calls

***For more information
or to schedule a demo:***

Email us at: sales@milsoft.com

or

Call: 800.344.5647

