



Powering Utility Performance and Productivity

What TCN Operator Can Do For You

With TCN Operator, you can contact thousands of households in minutes. Add a personal touch to pre-recorded messages by customizing each contact's name and information.

Interactive features make it easy for customers to request information, reach a customer service representative, or make a payment — all on their phones. When contacting customers, you can also provide them with the option to link back to a live agent or to be placed in a queue callback.

Notify customers of overdue accounts and shut-off warnings easily with TCN via call, text or email. These call center features allow you to reduce postage costs while increasing the likelihood of payments.

Even in the event of an emergency that disrupts your office operations, your messages can still be sent — anytime, from any location. With TCN's 100% cloud-based system, only a phone or computer with internet access is required to send customer communications.

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Customer Notification Capabilities



Service Interruption



Messages & Updates



Appointment Reminders



Overdue Reminders & Collections



Shut-Off Warnings



In the event of interrupted service, TCN helps you contact your customers with estimated restart times and current updates. Proactively reaching customers and establishing open communication can help prevent your agents from being overwhelmed with incoming calls and inquiries.

