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STAY CONNECTED WITH NISC'S NEW INTERACTIVE VOICE RESPONSE SOLUTION

NISC CallCapture™ offers a streamlined process and improved customer service

Lake Saint Louis, Mo., January 27, 2010 – National Information Solutions Cooperative (NISC), a leading provider of information technology products and services, announced today the release of the next generation of Interactive Voice Response (IVR) solutions, the NISC CallCapture™. NISC CallCapture is tightly integrated with NISC's iVUE® Enterprise System, enabling an improved customer service experience, a way to interact with customers more effectively and to quickly receive payments and service interruption information.

With NISC CallCapture customers can obtain and provide information on their own schedule — independent of office hours or staff availability. This allows staff to handle routine business without negatively impacting customer service.

"We are excited to offer another solution to meet the needs of our customers," said Todd Eisenhauer, NISC Vice President of Engineering and Operations. "With NISC CallCapture, we are able to bring an integrated IVR solution with many new features." To learn about some of the new features in the NISC CallCapture, IVR solution, [click here](#).



Clicking on video will open a new window.

One of the ways NISC CallCapture can improve productivity is by allowing customers to access their billing information and make payments safely — at their own convenience. By being able to communicate effectively - customers are easily notified of planned and real-time service interruptions, and get up-to-the-minute status updates.

NISC CallCapture provides a faster restoration process, from the moment a customer calls — providing the necessary repair service and identifying the interruption locations are easy so dispatch crews can get to the source — faster.

You're always able to stay informed —because you can log every inbound or outbound call into Contact Tracking or Caller ID. And, you can also increase cash flow by initiating delinquent/courtesy calls that give your customers the option to pay their bill immediately. To learn more about NISC CallCapture and NISC, visit www.nisc.coop.

About NISC

NISC has facilities in both Lake Saint Louis, Mo. and Mandan, N.D. Between the two locations, NISC employs more than 760 professionals who develop and support advanced software solutions to electric utilities, rural telephone companies and Fortune 100/500 corporations throughout the United States. NISC's Engineering and Operations solutions are part of the iVUE Enterprise System designed to help today's utility and telecommunications companies collect, share and transform data into powerful, business-building information. Additional information about NISC and the Engineering and Operations suite of solutions, may be found at www.nisc.coop.

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