

ADAPTING QUICKLY WITH AN EASY-TO-USE ZOOM SOLUTION

Iowa Utilities Commission (IUC)
Three-member Commission & 80 Employees

- The IUC interacts with utility staff, consumers, attorneys, and stakeholders involved in the policymaking process.

AT A GLANCE

Using a combination of Voice applications to fulfill outreach needs, IUC identified tremendous cost savings when they consolidated their four vendors into one effective unified communications platform using ICN's Zoom partnership solution.



"With Zoom, callers are routed to their utility if that's what they need, rather than waiting in queue to talk to IUC customer service staff and learn the call needs to be transferred.

Zoom is one of the smoothest conversions. The staff has adapted quickly, the management system is easy to use, and we have already seen an improvement in one-call resolutions."

Keetah Horras

Utility Analyst 2

Iowa Utilities Commission



CONTACT US



ASSISTING IOWANS PROMPTLY

The main goal was to help Iowans reach their call destination promptly and effectively. The 80 IUC staff members work with customers, lawyers, and other key groups to provide access to affordable, reliable, eco-friendly, and safe utility services.

Combining Zoom One with Zoom's contact center and phone service allow callers to quickly reach the specific utility they need. This improvement has eliminated the wait time and unnecessary transfers that used to happen.

DEPLOYMENT RESULTS



- Clear communication of timelines and expectations for the project.
- Regular check-ins allowed the ability to keep the set up moving forward.
- Testing of settings, calls, and on-the-spot adjustments were made on the day of the cutover.



- Access to the team was provided for two weeks post deployment.
- Support materials, links, and contacts were provided.

ADVANTAGES TO USERS

Unified communications with conference rooms through Zoom Phone.

Out-of-the box reporting and analytics immediately meets the need.

Reduce the number of applications that receive and route calls.

Softphone application eliminated the need for desk phones.

Easy-to-use mobile app for staff working outside the office.

Direct access to the administration dashboard for phone settings.

Simplified provisioning with each phone.

