

mPower IVR

Interactive Voice Response

Ditch the expensive phone lines for an intelligent, customizable IVR with text message & email capabilities



mPower IVR is an affordable and powerful alternative to conventional IVR solutions that can be used for multiple utilities. It was developed to fill in the gaps that limit conventional IVR's call handling capacity while giving utilities the ability to send out notifications via text, email, or voice.

Additionally, mPower IVR features a built in OMS & AMI monitor that can actively push outage and restoration notifications to staff and customers. With mPower IVR, you can have an intelligent IVR that provides you peace of mind.



Process virtually unlimited simultaneous phone calls without the need for phone lines



Identify callers and log events quickly using built in logic and smart prompts



Notify staff, dispatchers, & field personell instantly with text, email, or voice notifications



Notify customers about outage and restoration events via text message, email, or voice.



Manage calls from unrecognized numbers through an easy voicemail interface