

## CASE STUDY

### NATURAL GAS DISTRIBUTOR

We understand the importance of reliable and efficient customer service, especially with essential services where time sensitive emergencies can arise at any time.



#### → The Case

We are proud to collaborate with a leading North American energy company, delivering professional after hours call overflow and dispatch support. Why? Because we understand the critical importance of ensuring their customers have uninterrupted access to reliable and safe natural gas services.

#### → The Challenge

When it comes to emergencies, leaving a voicemail and waiting for a call back just won't cut it. That's why we offer 24/7 live answering service coverage for essential services like natural gas. Our experienced professionals are always on standby, ready to provide consistent and trustworthy emergency response.

At Intercon Messaging, we go above and beyond. Our team is equipped to handle both emergency and non-emergency calls, ensuring prompt assistance whenever it's needed the most.

#### Service Features

24/7 answering services, including alarm monitoring and emergency dispatch.

#### Call Types

Emergency calls, including gas leaks, odors and emergency response support requests.

Safety calls, including line locates and utility infrastructure concerns.

Non-emergency calls, including gas disconnections and billing inquiries.

## → **The Solution**

Here's where Intercon Messaging shines. Our experienced professionals are available 24/7 to handle both emergency and non-emergency calls, providing the urgent assistance your customers need when they need it most. We seamlessly integrate with your existing operations, serving as a trusted extension of your customer service team.

But we don't stop there. We take the time to understand your unique needs and tailor our services to meet your specific requirements. Our dedicated agents are essential when it comes to emergency dispatch. Armed with troubleshooting call management scripts and knowledge resources, they help callers resolve issues related to natural gas distribution and related emergencies. This ensures that we identify the best possible outcome for each caller, ensuring their needs are met.

### **Need a Solution Like This? Lets Connect!**

When it comes to emergency call management, trust the team at Intercon Messaging. We'll be there for your customers, day or night, providing reliable and efficient solutions to ensure their safety and satisfaction.

Our Client Care team welcomes the opportunity to discuss your specific challenges and provide a hassle-free, no-obligation service quote.

[Schedule Your Consultation](#)

## → **Contact Us**

1-866-605-2558

[sales@interconmessaging.com](mailto:sales@interconmessaging.com)

