Enhanced Service Order Team solving Customer frustration while using Ameren.com for ordering Start/Stop/Transfer services online:

There has been many blockades for customers to complete their Start/Stop/Transfer service orders at Ameren.com, mainly due to failure on address validation, Identify verification, credit check, or due to RED flags, etc.

ESO team successfully deployed solution to eliminate the RED flag, preventing customers from completing Start or Stop service orders on premises which already have a pending Start/Stop order. Also resolved the issues on assessing correct deposit requirements for MO customers when they request START/Transfer orders at Ameren.com

Currently ESO Team working with our Customer Service Representatives to ensure the CRM solution we are building Start/Stop/Transfer services shall enhance user and customer experience.