

# HANDYLINE

## PARATRANSIT TRAVELER INFORMATION

HandyLine automates transit call centers by providing paratransit riders with access to automated ride information, allowing them to confirm and cancel existing trips and book new trips.

### **BENEFITS**

#### **Cost Savings**

Call center capacity increases without adding staff. Agents can focus on complex inquiries. HandyLine reduces the overall cost per call.

#### **Better Customer Service**

Riders have convenient 24/7 access to transit information. Busy signals and hold times are reduced or eliminated.

#### **Easy to Install and Maintain**

HandyLine integrates seamlessly with your scheduling and operating environment. HandyLine also integrates with BusLine and TripFinder.

#### **Scalable**

HandyLine can scale to handle any call volume.

#### **Configurable**

Change bulletins, surveys, or agent settings at any time.



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### STANDARD FEATURES

#### Confirm/Cancel

Riders retrieve the time, date, origin, and destination of previously scheduled trips without speaking to an agent. Riders can cancel trips according to your policies.

#### Bulletins

Announce special events, emergency information, delays, and detours to riders. Bulletins can be generic or specific to the client, trip, or time.

#### Surveys

Configure surveys to poll your riders and receive detailed feedback on the results.

#### System Reports

View or print detailed HandyLine usage statistics.

#### Control Center

The Control Center is a sophisticated administrative tool for configuring HandyLine without system downtime.

### OPTIONAL FEATURES

#### Booking

Riders book trips without speaking with an agent. Riders can select trip locations from previous trips, pre-registered locations, landmarks, maps, or addresses.

#### Dial-Out

Provides automated trip reminders, renewal notices, and other messages to riders.

#### AVL/MDT Integration

Provides riders with real-time notices of delays, and vehicle location.

#### Wireless Supervisory Tool

Provides supervisors with real-time access to vehicle location, vehicle manifests and client information via wireless PDA.

#### Computer Telephony Integration (CTI)

Provides call center agents with detailed rider information on their computer screens.

### ABOUT ENGHOUSE TRANSPORTATION

With over 25 years experience, Enghouse Transportation is committed to developing and delivering solutions for public and private transportation industries through innovative computerized applications and consulting support. Our enterprise solutions for scheduling, dispatching, workforce management, operations and customer media have evolved from our unmatched industry expertise.



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