

BusLine » FIXED ROUTE TRAVELER INFORMATION

BUSLINE OVERVIEW

BusLine helps you automate your transit call center by providing public transit riders with automated next bus, schedule and other transit information.

BENEFITS

Cost Savings

Your call center capacity increases without adding staff. Agents can focus on complex inquiries. BusLine 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.

IMPLEMENTATION

Easy to Install and Maintain

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

Scalable

BusLine can scale to handle any call volume.

Configurable

You can change bulletins, surveys, or agent settings at any time.

MEDIA

- Interactive Voice Response (IVR)
 - Speech enabled (VoiceXML)
 - Patented touch-tone
- Web
- Kiosk
- Wireless PDA and SMS
- Variable message signs
- Telephone Device for the Deaf (TDD)

VIEW THE DEMO

Visit www.ontira.com to view a demonstration of BusLine.

STANDARD FEATURES

Next Bus Times

Riders select a timing point or numbered stop, and BusLine returns the next times that the bus passes the location.

Schedule Lookup

Riders select a route, day, and time. BusLine provides schedules at timing points for that route.

Bulletins

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

Surveys

You can configure surveys to poll your riders on any subject and receive detailed feedback on the results.

System Reports

You can view or print detailed BusLine usage statistics.

Control Center

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

OPTIONAL FEATURES

Stop Level Information

BusLine provides schedules and next bus times for each individual stop.

AVL Integration

When BusLine is integrated with your Automatic Vehicle Location (AVL) system, riders receive real-time schedule and next bus times, adjusted for delays.

Computer Telephony Integration (CTI)

Provides call center agents with the collected call detail allowing the customer's query to be handled more efficiently.

Pass and Ticket Sales

Riders can place orders for tickets without speaking to an agent. Reports are generated for order fulfillment.



ONTIRA COMMUNICATIONS

Ontira empowers transit operators with solutions that enhance customer communications. Providing Automated Traveler Information Systems (ATIS) technology since 1984, Ontira has earned a reputation for reliable and user-friendly multimedia applications and superior customer service. Ontira's information solutions enable transit users across North America and Australia to access traveler information via telephone, Internet, kiosk, fax, wireless technology and digital signage.

