

# HandyLine

» PARATRANSIT TRAVELER INFORMATION

## HANDYLINE OVERVIEW

HandyLine helps you automate your transit call center by providing your paratransit riders with access to automated ride information, allowing them to confirm and cancel existing trips and book new trips.

## BENEFITS

### Cost Savings

Your call center capacity increases without adding staff. Agents can focus on complex inquiries. Automated trip reminders reduce no-shows.

### Better Customer Service

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

## IMPLEMENTATION

### Easy to Install and Maintain

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

### Scalable

HandyLine 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
- Telephone Device for the Deaf (TDD)

## VIEW THE DEMO

Visit [www.ontira.com](http://www.ontira.com) to view a demonstration of HandyLine.

## 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

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

### System Reports

You can 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.



## 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.

