Trapeze™

INFO-IVR

Search for the next bus easily using IVR (Integrated Voice Response).

Trapeze's INFO-IVR application uses integrated voice response (IVR) technology to provide your riders with 24/7 access to scheduled and real-time bus information.

Overview

Provide Access to Vehicle Departure Times

- Quickly look up vehicle departure times for one or more routes passing a bus stop using a unique stop identification number
- Access schedule information for current or future dates and times

Provide Real-Time Updates

- Enhance the information being provided to passengers to reflect current conditions (i.e., delays, detours, cancelations)

Agency Benefits

Improve Efficiencies

- Provide 24/7 access to transit information without taxing the agent-attended resources
- Automate responses to common passenger inquiries, enabling your agency to be more effective in assisting riders with special needs and requests
- Respond to multiple requests simultaneously, reducing the volume of calls that go to the call center

Save Time

- Save administrative time by enabling the TTS (text-to-speech) engine to automatically generate computerized voice for dynamic data elements (i.e., bus stop names, etc.)

Passenger Benefits

Simple Trip Planning

- 24/7 access to up-to-date schedule information, helping your riders navigate your transit system
- Reduce call waiting time, busy signals, and unanswered requests
- Access to real-time announcements for any delays, detours, or cancelations

Accessible Information for all Riders

- Riders can easily navigate spoken menus efficiently using the standard touch-tone keypad
- Offer passenger information services in multiple languages

Connect with our Experts