



Virtual Contact Center & Voice Self-Service *for* **Transportation, 511 & n11**

Callers are increasingly depending upon 511, transportation and n11 services such as community information (211), public safety (311) and Dig Safe (811) telephony access. Voice self-service solutions that provide up to the minute traffic conditions, call routing to appropriate municipal departments and innovative e-Parking are in demand, especially as mobile callers seek immediate information from any location.

VoltDelta OnDemand provides hosted voice self-service solutions with unique CrystalWAVE recognition to automate more calls successfully. Experience in delivering applications that are able to accurately identify street and Points of Interest (POI's), "remember" caller locations and preferences, and deliver SMS messaging for confirmations engages callers with on demand efficiency. Managers can easily define floodgate messages with an IP foundation for transfer to appropriate departments, all without capital investment.



Voice Self-Service

- More accurate CrystalWAVE
- Exceptional Disambiguation
- Automated Surveys

Enhanced Services

- Floodgate Messaging
- "Last Action" cache
- Drive Time Estimates

Voice of the Customer

- Call Recording
- Pinpoint Transfer Points
- Share Audio + Video Files

Better Mobile Experience

VoltDelta voice recognition application design and CrystalWAVE technology enables more accurate recognition for mobile callers. Years of experience in street and point of interest identification delivers unique performance when disambiguating between similar sounding destinations.

Scale for Events

Travel and 511 systems prove their worth when major events such as weather, construction or a planned sporting event or concert create an impact. VoltDelta's "10 billion call" hosted infrastructure delivers proven scalability with 99.99% reliability in over a decade of service.

Confidence

As part of a public company with 60 years of success, VoltDelta partners with enterprise and government organizations as a financially sound partner. Deployment experience ensure seamless integration with traffic, weather, and other partners to enhance each application.

VoltDelta OnDemand Key Components

- **DeltaDialog** – Automate calls with unique voice recognition as a hosted service. VoltDelta's CrystalWAVE technology delivers accuracy while reducing tuning requirements. Experienced voice user interface design, with an ability to cache "last action" to streamline calls works to improve caller satisfaction for all travel related applications.
- **Disambiguation** – Years of automating high volume Directory Assistance for carriers have contributed to VoltDelta's unique ability to more accurately identify the appropriate road or Points Of Interest (POI's) with disambiguation to filter out similar sounding names. Experienced user interface design combined with CrystalWAVE's use of multiple simultaneous grammar evaluation delivers success for the broadest range of callers.
- **Mobile Caller Optimization** – User interface design techniques developed from working with motorists and travelers combined with VoltDelta speech recognition technology delivers superior performance when slightly distracted callers answer prompts with extraneous words or long delays.



Traffic and Travel Info

Benefits for Transportation, 511 & n11 Services

- **OnDemand Value** – Deploy self-service without capital investment. Pay per use also ensures future performance.
- **Scale for Events** – "Billion call" support as proof point for handling spikes in call volume as well as for growth.
- **Floodgate Messaging** – Pre-recorded audio or TTS can be used to notify of traffic, weather and AMBER alerts.
- **Transfers** – Enable transfer by voice request to billing, alternative transportation, & other departments.
- **Traffic & Weather** – Integration to real-time traffic and weather provide callers with up to date information.
- **Last Action Cache** – Retain last action by caller to eliminate questions and streamline a call flow.
- **Revenue Opportunity** – Inject audio advertisements into a call flow with a brief "brought to you by..." message.
- **Add POI & Landmark** – Identify and report on callers requests not currently covered with the speech application.
- **Automated Survey** – Identify caller satisfaction or need for new services with an automated survey.
- **Voice of the Customer** – Capture the caller experience with call recording. Search & Share with graphical interface.

VoltDelta OnDemand is part of the Volt Information Sciences family of talent, technology and consulting services and solutions. Volt is a publicly traded international corporation represented in major markets in North America, South America, Europe and Asia. Over the past 60 years, Volt has grown to serve Global 1000 enterprises, as well as smaller businesses, with a wide range of best-in-class solutions.

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