

# BUSLINE

## FIXED ROUTE TRAVELER INFORMATION

BusLine automates transit call centers by providing public transit riders with automated next bus, schedule, service changes/disruptions, bulletins and other valuable transit information.

### BENEFITS

#### Cost Savings

Increase center capacity 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.

#### Easy to Install and Maintain

BusLine integrates seamlessly with your scheduling and operating environment. BusLine also integrates with Tripline.

#### Scalable

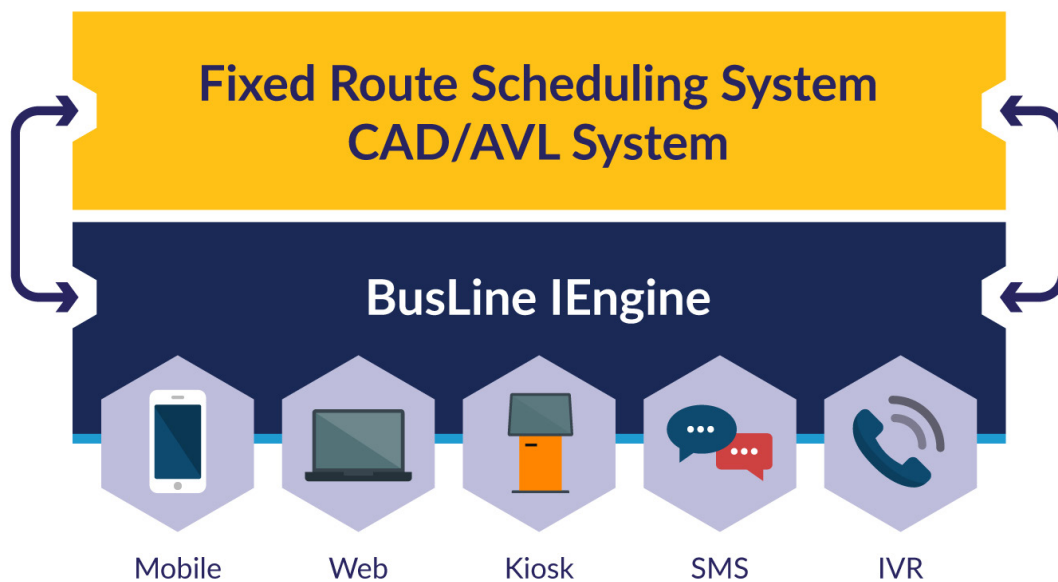
BusLine can scale to handle any call volume.

#### Configurable

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

#### Flexible

Add optional features including SMS or AVL integration for even greater customer satisfaction.



**Enghouse**  
Transportation

# BUSLINE

## FIXED ROUTE TRAVELER INFORMATION

### STANDARD FEATURES

#### Next Bus Times

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

#### Schedule Lookup

Riders select a route, day and time and 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

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

#### System Reports

View or print detailed BusLine usage statistics.

#### Control Center

Use our sophisticated Control Center administrative tool to configure BusLine without any system downtime.

### OPTIONAL FEATURES

#### Stop Level Information

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

#### SMS Integration

Riders can request and receive stop information by text message.

#### 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 Technology 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.

### ABOUT ENGHOUSE TRANSPORTATION

With over 35 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.



**Enghouse**  
Transportation