

BUSLINE

FIXED ROUTE TRAVELER INFORMATION

BusLine automates transit call centers by providing public transit riders with automated next bus, schedule and other transit information.

BENEFITS

Cost Savings

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.

Easy to Install and Maintain

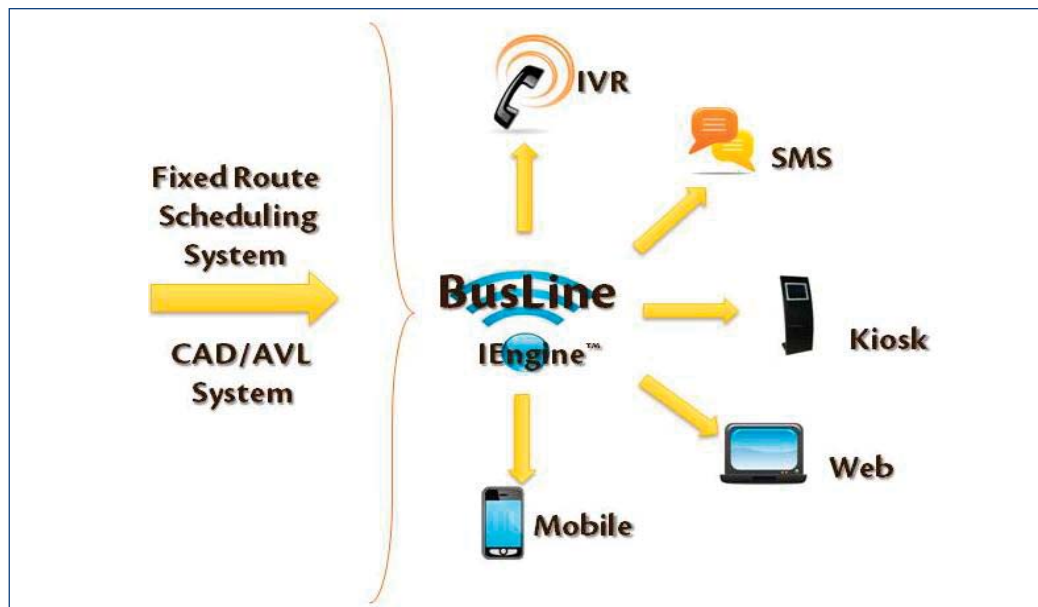
BusLine integrates seamlessly with your scheduling and operating environment. BusLine also integrates with HandyLine and TripFinder.

Scalable

BusLine can scale to handle any call volume.

Configurable

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



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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 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

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 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 25 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.



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