



Introducing a purpose-built transit IVR to reduce call volumes and ensure riders get the help they need — fast!

What's new

Via's new keypad-based interactive voice response (IVR) system lets riders check ride status and cancel rides over the phone without needing to speak to an agent. We are offering this to existing customers **at no additional cost**.

This helps riders resolve common issues quickly, while freeing up your agents to focus on more complex or sensitive inquiries and reducing wait times across the board.

The IVR can currently handle two common requests: checking ride statuses and cancelling rides.

How it works

Setup:

- Once enabled, Via hosts the IVR on a toll-free number.
- You can forward relevant calls to this number - and if the IVR can't resolve the issue, we'll send the call back to you.
- We recommend having two internal phone numbers
 - Existing agency support number (the number that riders call into). From here, riders are either routed to Via IVR or your agents.
 - One internal agency number for Via IVR to forward unresolved calls to (these should go straight to an agent)
 - This prevents call routing loops that can happen if both paths use the same number. For example, if Via IVR forwards calls back to the agency support number, and the agency support number automatically forwards calls to Via, then the rider will be stuck in a loop).
- Because the IVR doesn't yet support all tasks (like booking a ride), we recommend forwarding only relevant calls. For example, set up a basic tree on your end:
 - "To check ride status or cancel a ride, press 1" (forwarded to Via IVR)



- "To book a ride or ask something else, press 2" (stays with your team)
 - *Alternately, you can choose to forward all calls to Via IVR, and we will forward back calls that cannot be handled with IVR.*
 - [Here's](#) an example of the way another service set up this upfront phone tree to only forward relevant calls to the Via IVR.
- Language Support
 - We currently support English and Spanish, with additional languages coming soon.

Identifying the Rider:

- If the caller's phone number matches only one rider account, the IVR will identify them automatically.
- If the caller's phone number doesn't match their account, they can enter their phone number or rider ID to confirm the correct account.
- If the caller's phone number matches multiple accounts, the rider must enter their rider ID to confirm the correct account.

Checking ride status

If a rider has a confirmed ride, they can check the status through the IVR.

- If the ride is happening soon, the rider will hear the vehicle details and estimated time of arrival.
- For future rides, the IVR will share key details: the date of the ride, the pickup window, and the pickup and dropoff addresses.

Cancelling a ride

Riders can cancel one ride at a time through the IVR.

- If the rider has multiple rides, the IVR will prompt the rider to choose the ride they want to cancel.
- Once a matching ride is found, the system will read back the ride details and ask the rider to confirm before processing the cancellation.

At any point, the rider can press 0 to connect to an agent.

Example recordings:

- [Check ride status](#)
- [Cancel ride](#)
- [Check ride status and cancel ride](#)



Next Steps

Want to enable IVR in your system? Please submit a zendesk ticket.