



Get to know the enhanced integrated transit features in the VOC

What's new

Agents can now easily identify integrated transit rides on the Rider Management page. For rides booked through the Rider App or VOC, agents can view a clear indication and access high-level details about the proposed trip itinerary.

Note: This feature is available only for services that support *intermodal* bookings.

How does it work

Viewing integrated transit rides

When an integrated transit ride is booked, a new indicator will appear on the Rider Management page. This enhancement helps agents quickly recognize integrated transit itineraries and provide riders with detailed support when they inquire about their trips.

	Requested...	Pickup ...	Requested pickup/dropoff	Service	Notes	Status
<input type="checkbox"/> >	Dec 23, M... Depart at 15:17		23 Av. Charles de Gaulle, 78... → 46 Rue de Lagny, 75020 ...	Microtransit		No Ride
<input type="checkbox"/> >	Dec 23, M... Depart at 15:40	15:11 - 15:41	23 Av. Charles de Gaulle, 78... → 46 Rue de Lagny, 75020 ...	Microtransit > +2		Booked
<input type="checkbox"/> >	Dec 24, Tu... Depart at 07:...	07:25 - 07:55	34 Av. de l'Europe, 78130 Le... → 6 Av. de la Prte de Vincen...	Microtransit		Cancelled
<input type="checkbox"/> >	Dec 24, Tu... Depart at 08:...	08:25 - 08:55	23 Av. Charles de Gaulle, 78... → 46 Rue de Lagny, 75020 ...	Microtransit		Booked
<input type="checkbox"/> >	Dec 24, Tu... Depart at 11:50	11:22 - 11:52	23 Av. Charles de Gaulle, 78... → 46 Rue de Lagny, 75020 ...	Microtransit > +2		Booked

Editing integrated transit rides

Currently, editing is only possible on the microtransit part of the trip, with no updates to the rest of the itinerary. In order to ensure that edits do not impact the full itinerary, we now flag integrated transit rides when agents edit the booking.



Edit ride

Intermodal Only notes and passenger count can be edited. Cancel and rebook to change addresses or times.

Routing

Later

Requested pickup

30 Rte de Lardy, 91630 C...

Requested dropoff

1 Rue Thomas Edison, 91...

Pickup notes

Type Here...

Dropoff notes

Type Here...

Schedule

To destination

Depart at

Start date and time *

12/24/2024 07:10

Reset details

Apply

FAQs

Will riders see this in the app?

This is already shown in the rider app today, in the “scheduled rides” screen. We are adding this functionality in the VOC.

Next steps

This will be enabled in the coming weeks. Please share any feedback with us through Zendesk - we'd love to hear your thoughts.

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