

# 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

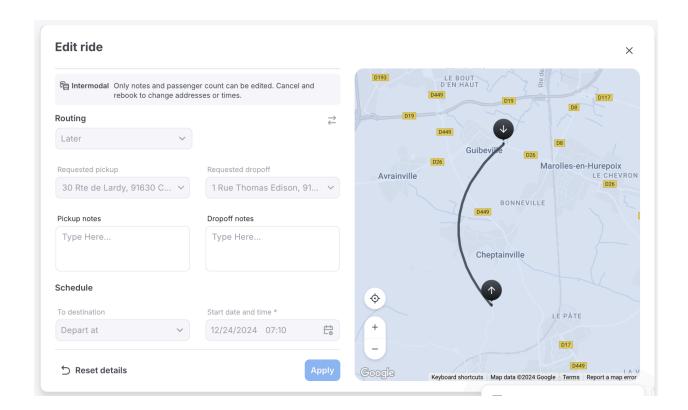
When an integrated transit ride is booked, a new indicator will appear on the Rider Management page. This enhancement helps agents quickly recognize integrated transit itineraries and provide riders with detailed support when they inquire about their trips.



#### 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.





### **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.