



PBS&J Drives Caller Satisfaction with Voxeo-Powered 511 Phone Applications

PBS&J provides experience in engineering, program management, and information technologies to assist state and local governments in the implementation of 511 phone systems. 511 offers real-time information on road construction, traffic, weather conditions, and more.

Voxeo's Prophecy IVR Hosting powers PBS&J 511 phone systems in Virginia and North Carolina.

Solution Highlights

- ✓ 100% standards-based IVR solution
- ✓ Highly scalable IVR hosting
- ✓ On-demand overflow capacity with full functionality on every port
- ✓ 100% Uptime Guarantee
- ✓ Speech recognition and synthesis
- ✓ Voxeo Designer for easy and fast application development
- ✓ Easy to use administration interfaces

Background

In July 2000 the Federal Communications Commission (FCC) established 511 as the nationally designated abbreviated dialing code for real-time travel information. Prior to 511 there were more than 300 different phone numbers providing some level of highway or public transportation-related information nationwide.

With nearly 3,900 employees and 80 offices throughout the United States and abroad, PBS&J, provides expertise in all aspects of transportation planning, program management, design, traffic operations, construction management, and operations and maintenance. Since 1960 PBS&J has supported every aspect of the development, expansion, and rehabilitation of thousands of transportation projects for both private and public sector clients and is a leader in 511 system planning and implementation.

The Challenge

While 511 makes it easier for travelers to access information, state and local governments still face the challenge of integrating data from multiple agencies—from lane closures and incidents to drive times and congestion. The need for seamless support across diverse urban and rural areas further complicates the issue.



511 user adoption hinges on the ability of the speech-driven Interactive Voice Response (IVR) to provide callers with intuitive access to accurate traffic information. Behind the scenes the system must be designed and tuned to recognize a large, complex repository of road names and local terminology. Administrators must also have the tools needed to quickly and easily update applications with important messages and alerts.

The ability to reliably address uncontrollable fluctuations in usage triggered by weather conditions, holiday travel, and events is equally critical to the success of a 511 system. During emergency evacuations or severe weather, call volume