



Verizon Business Network IVR and Speech Services for Caltrans Highway Information Network (CHIN)





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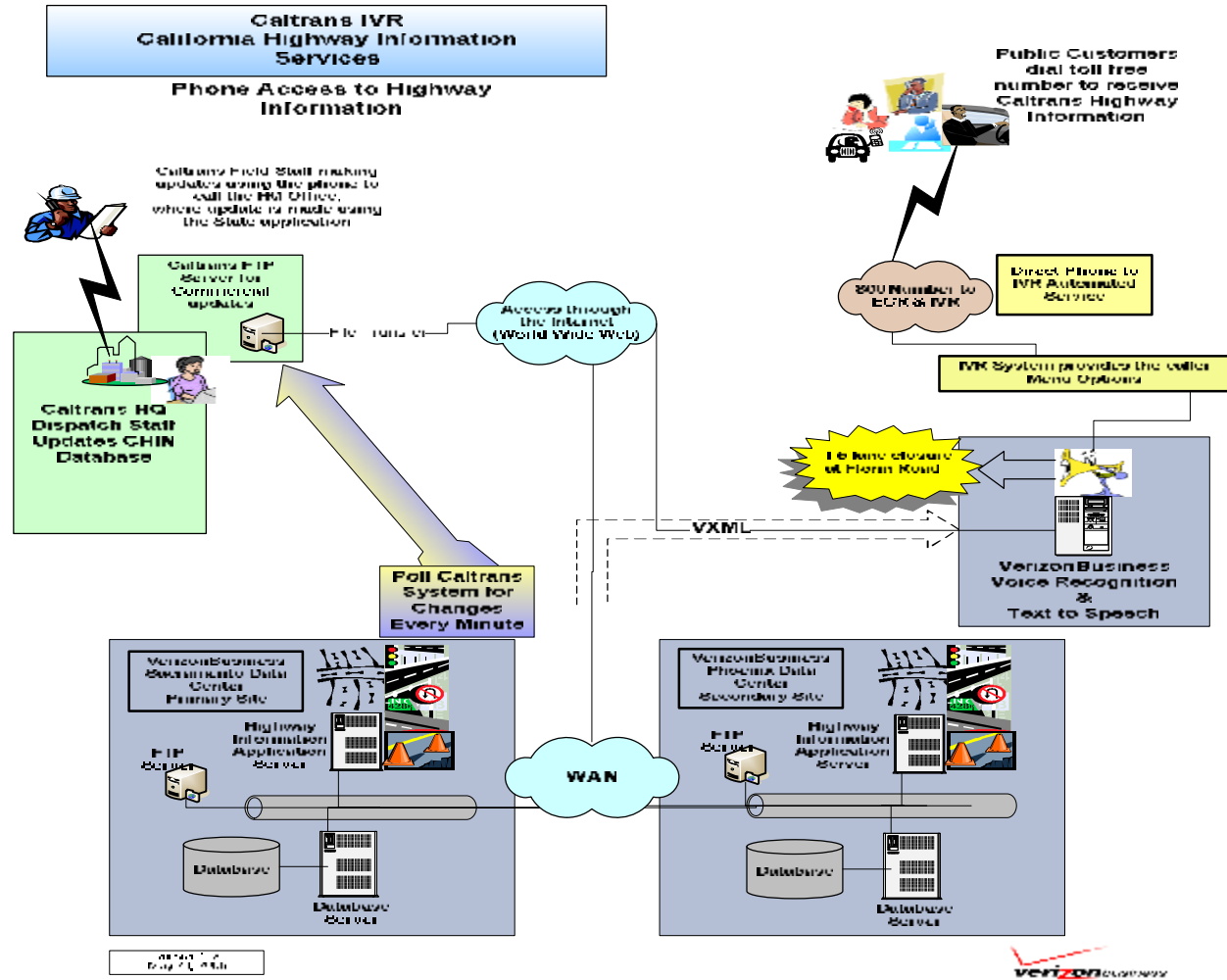
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CHIN: The Next Generation



- Mission: To improve mobility across California by assuring that the calling public has fast, simple, accurate, reliable, and up-to-date highway information specific to their travel.
- Accomplished: By using current technology and automated processes including:
 - VXML
 - Text-to-Speech
 - Speech Recognition
 - Network-Based Services

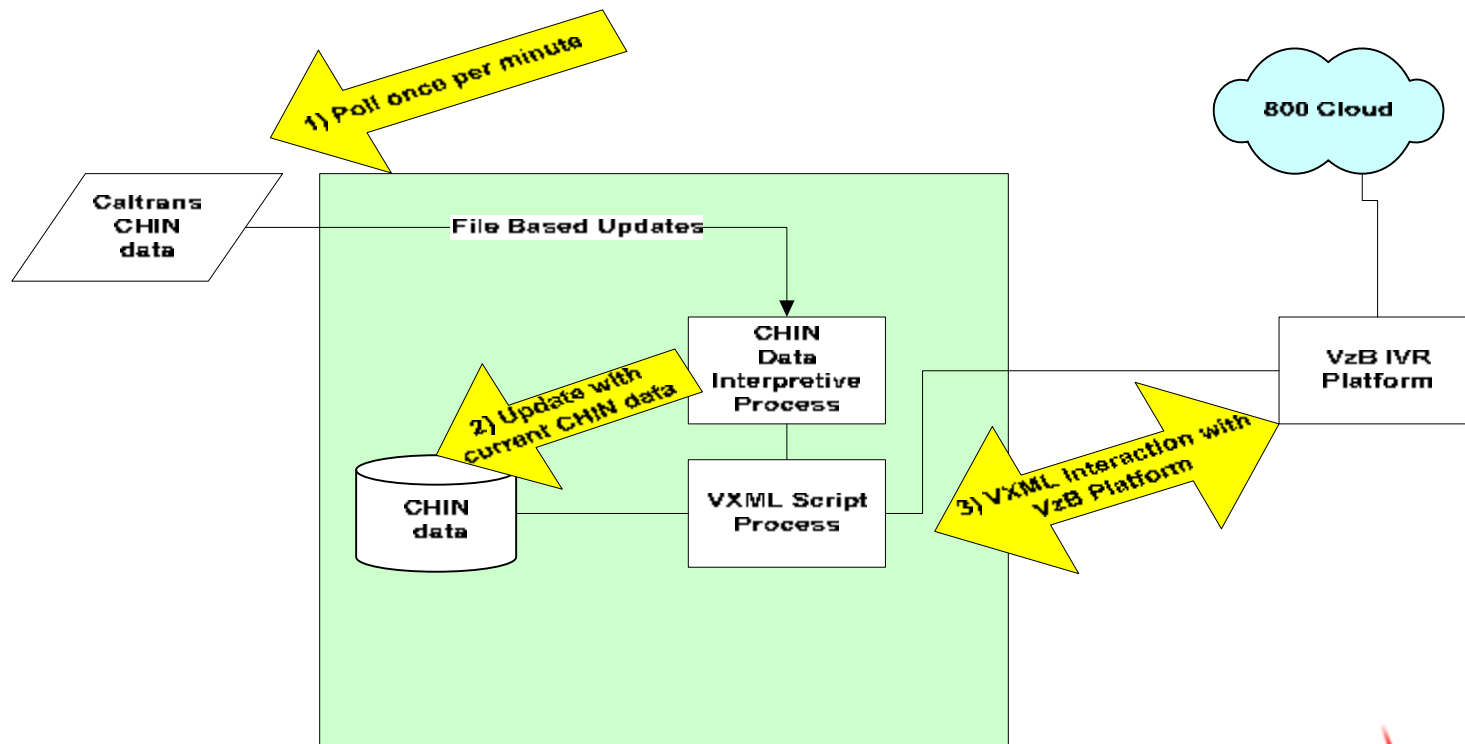
The CHIN Solution



The CHIN Data Process



Verizon Business
VXML IVR Services
For Caltrans CHIN System



The Caltrans Benefit



Automated Functionality with estimated 30% Cost Savings.

- The data processing for text to speech conversion :
 - assures that up-to-the minute information is accessible to the public.
 - enables Caltrans to dynamically customize safety and general information messages to the public.
 - saves Caltrans the internal costs and resources that would have been necessary to automate processes that were previously manual.
- The Network-based solution:
 - provides a platform for callers to get through, regardless of the call volume at the time.
 - contains costs through a usage-based cost plan, eliminating the need to pay monthly for unused ports.
 - eliminates up-front equipment costs and protects functional obsolescence.

For Further Information...



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