

Next-Generation AI Conversational IVR System

The Conversational IVR is an AI-driven voice platform designed to deliver real-time transportation information through natural, human-like interactions. Leveraging advanced speech recognition, natural language understanding, and multilingual capabilities, the system enables users to access traffic conditions, incidents, and travel times seamlessly by phone.



Conversational AI
Natural language interaction

Multi Language
Real-time language detection and translation

Real-Time Data Integration
Traffic alerts and travel times

High Availability & Scalability
Handles peak call volumes efficiently

CORE CAPABILITIES EVERYTHING CALLERS NEED, INSTANTLY DELIVERED



Conversational AI

Natural language speech recognition enables real-time understanding of accents and complex queries, delivering seamless, human like IVR interactions with accurate responses.



Multi Language Support

Provides real-time multilingual interaction in languages like English, German, Spanish, French, Hindi, Italian, Chinese, Norwegian, Arabic, Portuguese, with many more supported for seamless communication.



Real-Time Data Integration

Retrieves and delivers live data from integrated systems instantly, enabling dynamic responses, accurate information, and seamless IVR interactions in real time.



High Availability & Scalability

Secure, high availability cloud infrastructure enabling scalable IVR operations as well as remote flow management.



Dynamic Text-to-Speech Playback

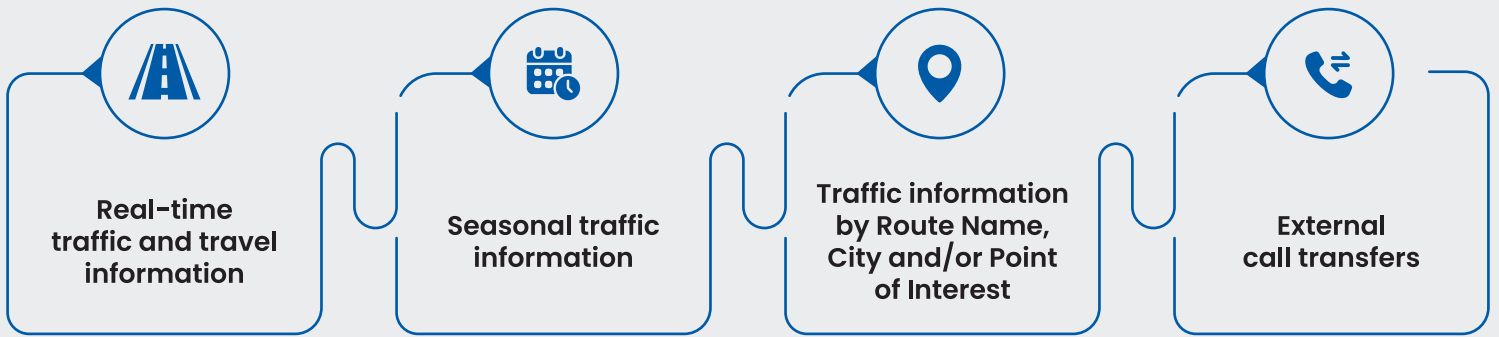
Delivers natural voice output with multi-voice options and adjustable speed, allowing callers to interrupt prompts anytime for seamless IVR navigation with barge-in capability.



Simplified IVR Management

Easily design and update IVR call flows through a user-friendly interface without technical knowledge, ensuring quick changes and efficient system control.

COMPREHENSIVE TRAFFIC INFORMATION COVERAGE



ENTERPRISE-LEVEL MANAGEMENT & CONTROL

- Dynamic severity-based alert configuration to prioritize critical events and ensure timely, context-aware responses
- Centralized command center to manage IVR workflows, voice prompts, and user experience with ease
- Enterprise-grade security with role-based access and controlled system visibility
- Real-time operational insights with dashboards for call volume, performance, and system health
- Flexible policy management for intelligent call prioritization routing and escalation
- Seamless integration with existing transportation systems and enterprise platforms
- Comprehensive audit trails and reporting

