



CCT Connect Interactive Voice Recognition System TransitSpeak

How to Guide:

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HOW TO GUIDE FOR SEPTA CCT CONNECT IVR (TransitSpeak)

This is a How to Guide to assist you in getting the most out of the CCT IVR. Did you know there are many things you can do when calling into the CCT Connect IVR? You can schedule a trip, cancel a trip, check the status of a trip and so much more. You can reach the CCT IVR by calling 215-580-7700 or 215-580-7145. There is a Spanish option too. This guide will walk you through the many options of the CCT IVR.

Main Menu Options

Vocal Option	Touch-Tone
"Reservations"	1
*"Where's My Ride"	2
"Customer Service"	3
"Accessible Services"	4

Reservations Menu Options

To speak directly to a reservation agent during normal business hours say, "Operator" or press "0". The Reservation Department hours of operation are Monday – Friday 07:00 a.m. to 4:00 p.m. and weekends 07:30 a.m. to 4:00 p.m.

Schedule a Trip

Vocal Option	Touch-Tone
"Yes"	1

To use this feature, you must be registered and have completed a CCT Connect TransitSpeak Registration Form. To obtain this form, contact CCT Customer Service Department at 215-580-7145 (see Main Menu options)

To schedule a trip, you will be required to:

- Say or enter your "customer Id #"
- Say or enter your "phone number"
- Say "Yes" or press 1 to confirm customer's last name
- Say "Random" or press "1" to book a random trip.
- Say the "Day" or enter the Trip Date (mm/dd)
- Say time of pick-up or enter (hh:mm)
 - a. (Say "AM" or press "1")
 - b. (Say "PM" or press "2")
- Pickup Address (registered favorite addresses)
 - a. Say the Address Type (home, work, medical, etc.) or press the appropriate # associated with your pick-up address.
- Destination Address (registered favorite addresses)
 - a. Say the Address Type (home, work, medical, etc.) or press the appropriate # associated with your destination address.
- Will you be traveling alone?
 - a. Say "Yes" or press 1
 - b. Say "No" or press 2

Please note: Only 1 guest can travel at the same rate. If you require additional guests or an attendant, you'll need to contact a reservation agent by pressing "0".

- Trip Confirmation - The IVR will confirm the day/date of your trip, pick-up address,

requested pick-up time, and destination address. The IVR will ask you if the information confirmed is correct.

- a. Say, "Yes" or press 1, the IVR will provide the confirmation number and the fare for the trip
 - b. Say, "No" or press 2, the IVR will ask you what you would like to change.
- Return Trip - Once you have confirmed the trip, the IVR will ask if you would you like to schedule a return trip for the same day?
 - a. Say, "Yes" or press 1
 - b. Say, "No" or press 2

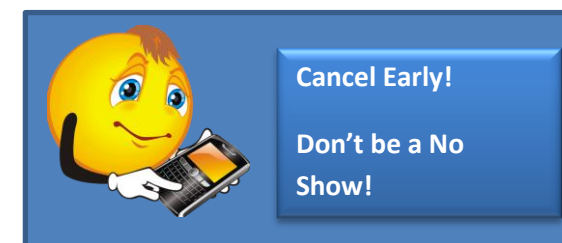
Please keep in mind your trip(s) will need to be scheduled onto a vehicle and may require time negotiation within 1-hour of your requested pick-up time. You may call the IVR the day before to check your trip times. See Check Trip Information section.

Cancel a Trip

Vocal Option	Touch-Tone
"No" then "Cancel Trip"	2 then 2

To use, you will be required to:

- Say or enter your "customer Id #"
- Say or enter your "phone number"
- Trip Date (mm/dd)
- The IVR will review your trips and provide cancel options



Check Trip Information

Vocal Option	Touch-Tone
“No” then “Trip Information”	2 then 3

To use, you will be required to:

- Say or enter your “customer Id #”
- Say or enter your “phone number”
- Say or enter Trip Date (mm/dd)
- The IVR will confirm the trip information and fare of each trip.
- The IVR will ask you if you want to cancel the trip.

Where’s My Ride

You will be connected to an agent who can assist you with same day inquiries.

Customer Service Menu Options

Comments

Vocal Option	Touch-Tone
“Comments”	1

This option allows you to speak directly with an agent to file a commendation or a complaint.

Lost and Found

Vocal Option	Touch-Tone
“Lost and Found”	2

This option allows you to report lost articles.

Paratransit Program Information

Vocal Option	Touch-Tone
“Paratransit Program Information”	3

This option allows you to speak directly with an agent to obtain information on CCT Connect ADA and SRP Programs.

Application Status or New Application

Vocal Option	Touch-Tone
“Application”	4

This option allows you to leave your name, telephone number, customer ID#, address and the reason for your call (press # key when done).

Accessible Services Menu Options

Elevator Hotline

Vocal Option	Touch-Tone
“Elevator Hotline”	1

This option will connect you with the Elevator Information Hotline providing a list and location of inoperable elevators.

Reduced Fare Card Program and Fixed Route Services

Vocal Option	Touch-Tone
“Fixed Route”	2

This option will connect you with Septa’s Customer Service Department for assistance

Free Bus Stop Assistance Cards or Bus Route Identifier Kits

Vocal Option	Touch-Tone
“Travel Helpers”	3

This option will connect you with a CCT Customer Service agent for assistance.

IVR Tips

- Voice to Touch Tone press “88”
- Say “Help”, “What are my choices?”, “I don’t know” or press (*) key to get assistance.
- Say “Main Menu” or press “9” to take you back to the Main Menu.
- To repeat an IVR function say “Repeat” or “Say that again” or press (#) key.
- To end the call, say “Goodbye” or Press “99”.

IVR Outbound Calls

The night before your scheduled random trip (standing orders excluded), the IVR will call the primary telephone number on file to confirm your trip. The IVR will confirm your name, day/date of trip, the number of trips scheduled, pick-up address, time range of pick-up (**10 mins before to 20 mins after your confirmed time**), destination address and fare for each trip. At the end of each trip, the IVR will ask, “Do you wish to keep this reservation?” (Say “Yes” or press “1” to keep it. Say “No” or press “2” to cancel it.) Please note the IVR cannot recognize sentences. The IVR will only recognize “Yes” or “No”.

SEPTA Customized Community Transportation

1234 Market Street
4th Floor
Philadelphia, PA 19107
Phone: 215-580-7145
Fax: 215-580-7132

WWW.SEPTA.ORG