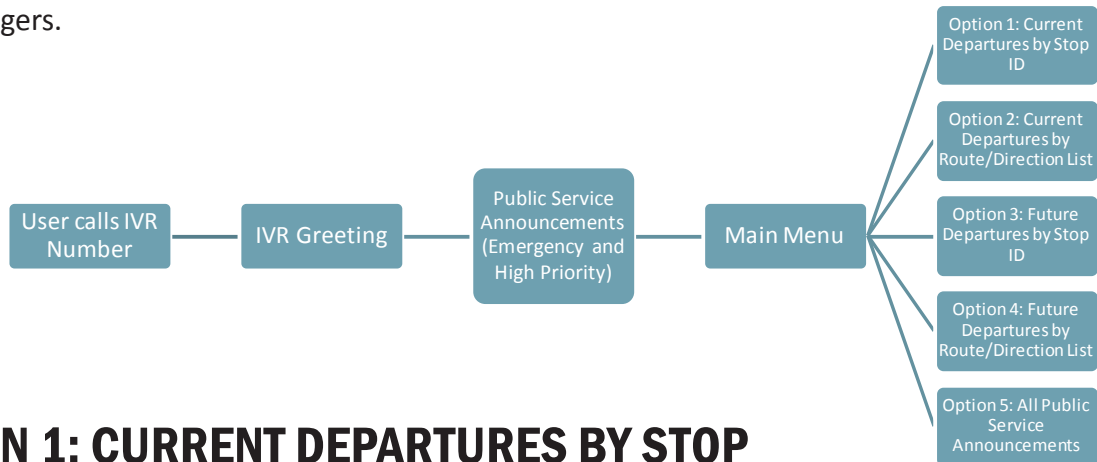# RapidConnect
How To Use Interactive Voice Response (IVR)

WHAT'S INTERACTIVE VOICE RESPONSE (IVR)?

IVR is a phone number (616-456-7859) passengers can call to obtain current or future stop departures. This rider tool is used to alleviate the number of calls coming in to customer service and dispatch. It's also an additional portal for communicating important information to passengers.

User calls IVR Number → IVR Greeting → Public Service Announcements (Emergency and High Priority) → Main Menu →
- Option 1: Current Departures by Stop ID
- Option 2: Current Departures by Route/Direction List
- Option 3: Future Departures by Stop ID
- Option 4: Future Departures by Route/Direction List
- Option 5: All Public Service Announcements

OPTION 1: CURRENT DEPARTURES BY STOP

This is the option you'll choose when you want to know current stop departure information for a known stop ID. To use this option, you'll enter the stop ID followed by '#.' IVR will then list all current stop departures for that stop.

NOTE: If you don't know the identification number of the stop you're seeking information for, visit connect.ridetherapid.org and search for the stop location under 'Stops.'

OPTION 2: CURRENT DEPARTURES BY ROUTES/DIRECTION LIST

This option is used when you want to select a stop but do not know the stop ID. First you'll enter the route number (from the listed routes), choose the route direction, then enter the stop ID from the listed stops. IVR will list all current stop departures for that stop.

OPTION 3: FUTURE DEPARTURES BY STOP ID

This option is used when you want to know stop departure information in the future for a known stop ID. Just enter the stop ID followed by '#' followed by the time of day. IVR will list all current stop departures for that stop.

OPTION 4: FUTURE DEPARTURES BY ROUTE/DIRECTION LIST

This option is used when you want to know future stop departures for a stop ID you do not know. You'll enter the route number from listed routes, direction, stop number, day, and time. IVR will list all current stop departures for that stop.

OPTION 5: PUBLIC SERVICE ANNOUNCEMENTS

This option will play all active public service announcements. Please note: Emergency and High Priority announcements will be after the greeting message and before user options can be selected.