

# CourtTalk™ Traffic

*Makes Traditional Public Access Obsolete*



## Benefits

- Frees staff from answering routine incoming inquiries
- Improves revenue flow by handling all forms of electronic payment
- Improves consistency of information provided to the public
- Processes payment plans
- Processes convenience fees
- Processes traffic school enrollment and payment
- Schedules extensions
- Processes Trial By Declaration requests
- Operates with any telephone system
- Provides public access 24/7
- Fully integrated PCI certified citation payment processing
- Optional fully integrated call center automation (ACD/CTI)
- Highly scalable and field expandable

Sonant's family of CourtTalk Interactive Voice Response (IVR) and Interactive Web Response (IWR) products are self-contained solutions that enable any organization to offer superior customer service by phone or Internet. Built on a powerful Windows platform, CourtTalk Traffic bundles traditional interactive functions together with advanced automated functions that, until now, were available only on large, more expensive and heavily customized systems.

CourtTalk Traffic lets a caller or browser hear/view information messages, self-process a bail forfeiture transaction, or elect to attend Traffic School.

CourtTalk Traffic's applications typically include Sonant's Electronic Payment System (EPS) that allows a defendant to make online payments by credit card or electronic check. If a caller wishes to speak to a live agent, CourtTalk Traffic will transfer the call to a court agent.

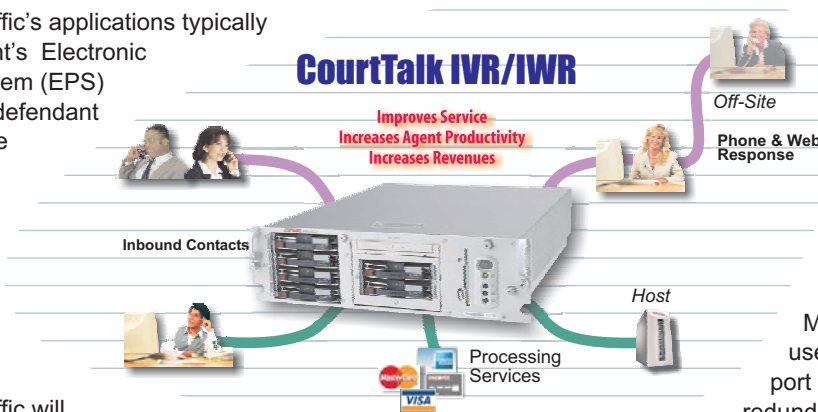
Sonant's optional InfoLock™ IVR/ACD/CTI technology ensures that a caller will never have to re-enter information during a call. CourtTalk Traffic tracks the caller and "locks" information about the caller as it is gathered, then delivers the information with the caller to a live service agent, or from a live agent back to specific parts of the IVR application call flow.

CourtTalk Traffic enables e-commerce websites with its IWR components. They extend an organization's contact presence to the Web, enabling defendants to perform the same data retrieval and transaction processing functions as with the IVR.

## The CourtTalk family of products

addresses the unique needs of multiple Court divisions, including: *Civil, Criminal, Traffic, Small Claims, Probate, Family Law, Juvenile Services, Jury Services...* in short, any application requiring convenient public access for improved service, without increased costs, and without sacrificing other services.

CourtTalk Traffic offers virtually unlimited capacity to expand with your organization. Its resources, such as scripts, call groups, routes, etc. are software-defined. A single-server configuration can support 144 or more telephone lines. Multiple servers can be used to achieve higher port capacity and provide redundancy for higher availability.



Additional CourtTalk Traffic features include:

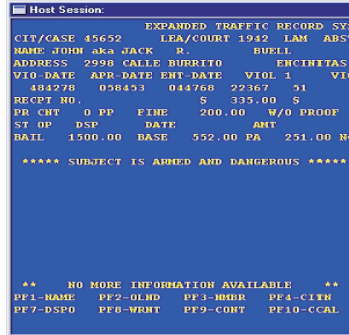
- Integrates with existing databases and case management systems
- Integrates easily with existing phone and data networks to handle both phone and Internet traffic
- Encrypted recording of financial transactions information to meet PCI compliance
- Open architecture for faster, easier, less expensive future expansion
- Remote system administration and diagnostics capabilities
- Comprehensive reports track the organization's service performance

# Operate Your Traffic Court at Peak Efficiency with CourtTalk Traffic

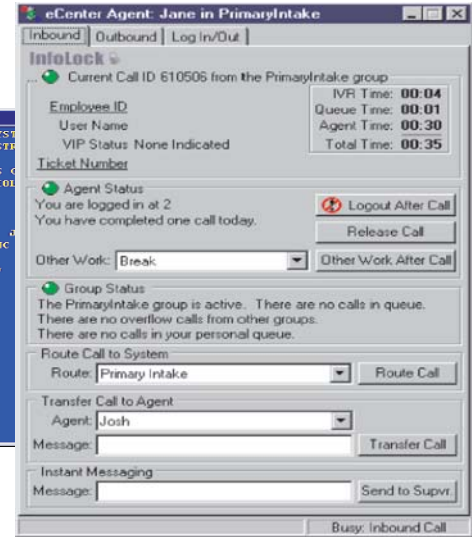
## CourtTalk Traffic's features include:

- Realtime or batch integration with all traffic case management applications and database
- Automatic processing of full or partial payments
- Enrollment in and payment for traffic school
- Scheduling court appearances
- Processing of an extension of a payment or appearance date
- Processing of a Trial By Declaration request
- Support for multiple court locations
- Integration with existing phone and data networks
- Complete record of all transactions in existing host database
- Comprehensive contact statistics report creation
- Remote system administration and diagnostics
- Open architecture for faster, easier, less expensive future modifications
- Optional Speech Recognition caller interface that provides faster access and completion of callers' tasks

Screen-popped database record shows complete caller account details

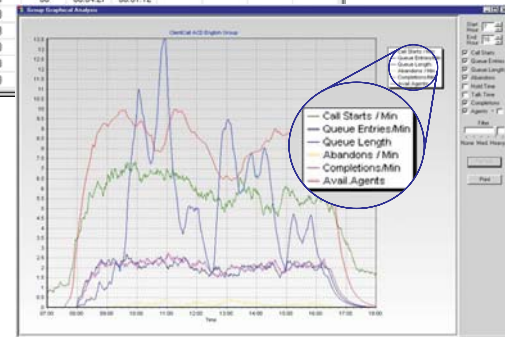


Agents can view complete status of all calls, routings, and messages with a single desktop window.



Agent Name	Seat	State	State Time	Login Time	Calls	Short Calls	No Answer	Call/Hr	Avg Talk	Min Talk	Max Talk	Total Talk	Talk In	Talk Out
Susan Watkins	Seat01	Busy in	00:00:44	06:17:24	62	0	0	11	00:04:53	00:01:00				
Maria Harris	Seat02	Busy in	00:01:00	06:10:44	79	1	0	14	00:03:21	00:00:54				
Alice Dine	Seat03	Connecting	00:00:03	06:07:10	71	1	0	13	00:02:23	00:01:43				
George Willis	Seat04	Busy in	00:01:04	06:05:34	47	0	0	08	00:04:27	00:01:12				
Karla Calk	Seat05	Whisper	00:00:08	06:21:11	83	0	0							
Natalie Gertz	Seat06	Connecting	00:00:02	05:55:48	86	3	0							
Sean Hernandez	Seat07	Busy in	00:01:48	06:21:03	50	2	0							
Bill Adams	Seat08	Whisper	00:00:05	06:30:41	74	0	0							
Suzie Chen	Seat09	Connecting	00:00:07	06:32:56	68	1	0							

Keep call center running at peak efficiency with InfoLock's administration tools. Track agent work status in real-time to best meet call flow demand.



## System Expansion:

CourtTalk Traffic can grow as the needs of the court grows. Most of its application resources, such as IVR scripts, call groups, and routes are software-defined and are virtually unlimited. Multiple servers can be used to achieve higher port capacity and redundancy for increased performance and expansion

## Call Center Automation:

CourtTalk Traffic's optional call-processing technology, InfoLock, ensures that a caller will never have to e-enter any information during a call, not even if the caller is transferred to a court clerk. CourtTalk Traffic tracks the caller and "locks" information about the caller as it is gathered, then delivers the information, along with the call, to a court clerk, or from a clerk back to point in the IVR call flow.

**ClientCall eCenter Agent Summary Report**  
 Report for 02/25/2001. Printed on 02/25/2001 at 09:13 AM

Agent Name	Total Talk	%Talk
Adam	01:13	1%
Steve	08:24	21%

**ClientCall eCenter Call Summary Report**  
 Report for 03/21/2001. Printed on 03/22/2001 at 10:15 AM

Activity	Average	Maximum	Total	CS	Erlang	Percent	Category	Calls
Totals:								
09:37	135	06:03	21:21:06	79	2	4%	Completed in IVR	28
Averages for act:	06:37	32:38	21:44:32	782	21	48%	Abandoned in Queue	39
04:48	7%	16					Agent Short Call	8
Agent:	06:18	58:37	20:43:24	746	20	46%	Completed in Agent	155
IVR-agent calls:	214							
Short						2%		
Agent Summary								
Total	11:54		44:41:02	1607	43	100%	Total Calls:	230
Total Calls:		230						

Detailed reports provide the big picture of call center performance.

