

April 9, 2012



Hawaii Selects VoltDelta N11 Platform for State's First 511 Travel Information Service

Speech-enabled service to provide real-time traffic updates, help motorists avoid traffic jams

HONOLULU & NEW YORK--(BUSINESS WIRE)-- The Hawaii Department of Transportation is deploying a phone-based 511 service to provide traffic and weather information to motorists and help them find the fastest and safest routes to their destinations. The solution is based on the N11 platform from VoltDelta OnDemand, which includes the IVR (Interactive Voice Recognition) infrastructure and speech applications to enhance voice recognition.

Motorists in Hawaii will be able to call 511 from their hands-free cell phones and simply speak to the system to get traffic and weather information. Initially, the VoltDelta service will be able to provide:

- Areas with traffic congestion
- Emergency condition information including severe weather alerts

Subsequent phases of the system will include incident and event-related information.

VoltDelta distinguishes its 511 solution with its advanced voice recognition capabilities such as disambiguating similar sounding street names, points of interests, and by remembering the last location a caller requested by caching the ANI (Automatic Number Identifier).

"Our new 511 service will help residents and tourists to get to where they need to go with the most up-to-date traffic information. This service will help motorists to avoid traffic congestion and save them time on their commutes," said Glenn Okimoto, Hawaii Department of Transportation Director.

The solution will be deployed later this year on Oahu. VoltDelta's hosted infrastructure facilitates deployment to other Hawaiian Islands by eliminating the need to physically deploy hardware while scaling to answer the call volume spikes that make 511 services valuable to motorists.

"VoltDelta has a long history of delivering highly successful N11 solutions that quickly provide the information callers need through a cost-effective service. We are the world's leading provider of 411 directory assistance and we also provide critical emergency 911/999 services," said Terry Saeger, SVP and GM of VoltDelta. "VoltDelta's 511 system has helped millions of motorists on the mainland and will now provide the same benefits to Oahu motorists. Hawaii will be the latest state to deploy our 511 services, helping motorists to safely find the best routes to their destinations by avoiding traffic jams, construction, weather situations and other obstacles on the road."

VoltDelta's N11 solution is offered as a cloud-based service, delivering on-demand value for

cities, states and municipalities while removing budget-busting, up-front deployment costs. Additional examples of N11 phone-based services where states, cities and municipalities can offer “over the phone” services without additional personnel or capital investment include:

- 211 for community services
- 311 for non-emergency police and government contact
- 811 used by local exchange carriers for business office use

VoltDelta’s N11 solutions ensure rapid deployment and scalability designed to respond during special events and crisis situations when N11 services are most needed.

For a white paper on VoltDelta’s N11 solution, go to:

<http://www.voltdelta.com/n11/index.aspx>.

About VoltDelta® OnDemand Solutions

Part of Volt Information Sciences, VoltDelta OnDemand provides automated voice recognition and Contact Center On Demand (CCOD) solutions that enable and enhance multi-channel customer care with automation to reduce costs. The company supports more than 2.4 billion calls and 2 billion SMS messages per year with 99.99% reliability to support some of the leading organizations in the world. For more information, please visit:

www.voltdelta.com/OnDemand.

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Source: Volt Information Sciences