

## Government Applications

As a government agency, it's vital to maintain effective communication and control costs. Toshiba's IVR system meets those needs by providing automated solutions that maximize an agency's operational efficiency and simplifying routine administrative functions. As a result, Toshiba IVR saves the staff's valuable time and provides callers with accurate information at the caller's convenience.

In addition, Toshiba's government telecommunications program offers a complete solution to help select, purchase, install and service the agency's equipment.

Toshiba IVR is ideal for these government applications:

- ◆ Citation Payments
- ◆ Automated Voting
- ◆ Registration and License Renewals
- ◆ Appointment Scheduling
- ◆ Unemployment Status Reporting and Verification
- ◆ Job Posting Hotline
- ◆ Job Referral Hotline
- ◆ Tracking of Parolees, Probationers and/or Registered Offenders
- ◆ Inmate Visitation Scheduling

## Law Enforcement

### Citation Payments – Selected Offenders Can Pay Fines by Phone

Toshiba IVR provides citation payment, enabling staff to focus on more productive tasks, and providing a helpful payment-method choice for the offender. As a result, the agency's efficiency is maximized.

After an offender receives a traffic citation not requiring a court appearance (e.g., parking ticket, minor speeding ticket, notice of expired registration/driver's license), the offender calls the IVR system to pay his/her fine - quickly and easily. The caller enters identifying information, such as ticket number, date of offense and jurisdiction.

The IVR system:

- ◆ Verifies the type of offense and accesses court records to verify the status of any repair/renewal mandates.
- ◆ Gathers all information needed to process payments and repair/renewal orders, such as DMV registration or driver's license number and status.
- ◆ Accepts payment by credit card using any new or existing credit card clearinghouse service.

# Municipal Voting

## Automated Voting – Citizens Can Vote by Phone

Today, many elections are being decided by only a small percentage of registered voters. While many citizens want to vote, they don't because of time constraints and inflexible voting booth hours.

By automating the voting process with Toshiba IVR, an increase in voter turnout can be virtually guaranteed. The IVR system can be set up to accept citizen votes anytime, day or night. When a citizen calls, the system can either log the caller's voter registration number or read the caller's telephone number and verify it against database information.

The IVR system makes it easy for citizens to enter their voting selections over the phone by simply pressing buttons. The system can also be programmed to provide any desired level of voter-information security; plus, the system can be used to efficiently communicate information about pending referendums.

With these capabilities, IVR makes voting convenient and eliminates citizens' need to go to a local voting precinct, which can significantly improve participation in elections.

## Department of Motor Vehicles

### Registration and License Renewals – Automatic Renewal by Phone

Processing mailed DMV renewals is a time-consuming, productivity-decreasing task. Toshiba IVR automates this process, maximizing the efficiency of DMV operations.

A consumer calls the agency's IVR system, enters his/her registration or driver's license number and pays by credit card. Before finalizing renewal, the IVR system accesses State Motor Vehicle records to verify that no outstanding traffic tickets or other government fines exist. The system accepts credit card payment by instantly confirming available funds via industry-standard financial institution databases.

### Appointment Scheduling – DMV Appointments by Phone

Toshiba IVR can further enhance the agency's productivity by automating the DMV appointment-scheduling process. A consumer applying for a new driver's license or automobile registration can call the IVR system and choose the type of appointment he/she needs (e.g., new-driver test, vehicle inspection and registration, etc).

The IVR system checks the schedule database and instantly informs the caller of the next available appointment. The caller can either select that appointment time or choose from additional options by pressing a few buttons. Once the caller chooses an appointment time, the system provides an appointment confirmation number.

## Employment Development

### Unemployment Status Reporting and Verification by Phone

Toshiba IVR relieves the department's staff of the need to spend valuable time confirming employment status. A citizen who is receiving unemployment benefits can call the agency's IVR system at pre-assigned times and enter his/her ID number. The system asks a variety of questions that can be answered "yes" or "no," or by using multiple choice selections.

The caller is also prompted to enter other vital information, such as phone numbers for companies where he/she has submitted a job application. The IVR system immediately updates the database, enabling the department to issue an unemployment benefits check or determine other appropriate action. If callers need to provide more detailed information or ask questions, he/she can transfer to a staff member at anytime.

## Job Posting Hotline

Toshiba IVR makes it easy to keep an available-jobs list up-to-date. A personnel manager from a pre-approved local company can call the IVR system and enter a company ID number, company phone/fax number and job information (e.g., job type, start date, employment terms – temporary/seasonal/permanent, pay range).

## Job Referral Hotline – Callers Receive Job Leads by Phone

Toshiba IVR helps unemployed citizens return to the workforce as quickly as possible. An unemployment beneficiary calls the IVR system and enters his/her ID number. The system evaluates the employment-development database fields (e.g., job type, company location and other factors), then compares the database information to the caller's job skills, experience and home address, and finds the most suitable jobs available.

The system describes those jobs to the caller using recorded messages or Text-to-Speech technology. By incorporating Toshiba's Fax Server feature, the IVR system can also automatically fax the job information to the caller. If further assistance is needed, callers can also transfer to one of the staff members or directly to the personnel manager of a potential employer.

# Judicial & Correctional

## Track Parolees, Probationers and/or Registered Offenders

By using Toshiba IVR to handle the routine task of tracking offenders, parole/probation officers can better manage their increasing caseloads. Toshiba IVR lets parolees, probationers and/or registered offenders call the agency's IVR system at a pre-defined time to report his/her location and status.

The caller enters his/her ID/PIN number, home and work phone numbers, work schedule or job-application activity, and other required information. If more detailed information is needed or the caller needs assistance, he/she can transfer directly to his/her assigned parole/probation officer or other staff members.

## Assuring system security and information accuracy

Toshiba can maximize IVR system security by including a random "quiz gate." This feature enables the database to contain information that is unique to each caller, such as a mother's maiden name, birthplace, number of siblings, etc. After the caller enters his/her ID/PIN number, the system can ask a randomly selected "quiz gate" question. The Toshiba IVR system can use speech recognition technology to capture the caller's answer and instantly verify it against database information.

The IVR system can even place outbound calls—randomly or on demand—to an offender's home or work phone number, and transfer the call to the staff to verify reported information.

## Inmate Visitation Scheduling – Prioritize and Schedule Visits

The Toshiba IVR system enables a correctional facility to operate a limited-capacity visiting area with maximum efficiency. A pre-screened caller enters the inmate's ID number, his/her own Social Security number and the desired visiting day. The IVR system automatically verifies both the inmate's and caller's visitation eligibility, and lets the caller select from the next 3 available visitation dates and times.

Toshiba IVR helps reduce waiting periods, which are frustrating for staff, inmates and visitors. By pre-registering in writing and/or in person, potential visitors can be pre-screened. The IVR system evaluates all pre-screening information from the database, then schedules visits based on that information as well as by the order of calls received. The system can automatically limit visits based on policies and each caller's frequency of visitation requests. Plus, the IVR system provides data for reports that enable guards to easily verify scheduled visitors.

These are just a few examples of how the Toshiba IVR system can improve both customer service and the government agency's bottom line. There are many other ways Toshiba IVR can benefit an organization.

Contact your Toshiba IVR Regional Sales Manager for more assistance in providing your customers with a complete analysis of their business requirements and to learn more about how they can use Toshiba IVR to meet their specific needs.