



IBI GROUP

TRAVELiQ
BY IBI GROUP

511GA





ITS Georgia 2021

Jo Ann Oerter – IBI Group





AGENDA

- **511GA System Components**
 - Website
 - Mobile Apps
 - IVR
 - Email and Text Alerts
 - System Metrics
- 
- 



511GA Website

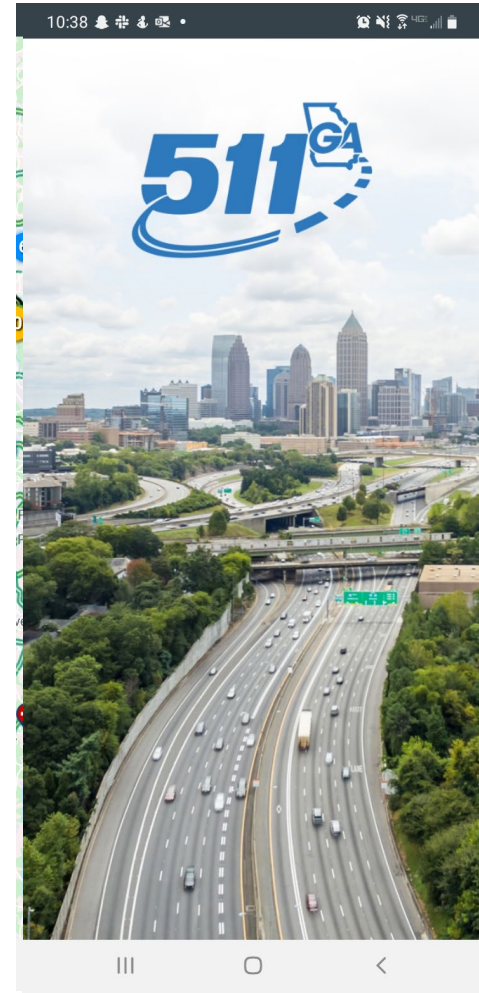
- Map view with Clickable Layers
- List Views
 - Events
 - Cameras
 - DMS
- Alerts/Emergency Alert Pop up
- Location look up
- Route Creation
- My Cameras
- Links to Social Media Accounts
- Ability to create routes, area alerts, and alerts
- Ability to send events to Twitter and Facebook

The screenshot displays the GDOT 511 website interface. At the top, there is a navigation bar with the GDOT 511 logo, social media icons, and user options like 'Log off' and 'All Regions'. Below the navigation bar, there is a red header with 'ALERTS' and 'TEST MESSAGE FROM KYOUNG'. The main content area is divided into several sections:

- DIRECTIONS:** A section with a search bar and two input fields labeled 'A' and 'B' for addresses, along with a 'Reset' button.
- MY CAMERAS:** A section showing a camera feed for 'I-75 S at High Falls Rd Exit 198'. The video is currently unavailable, displaying a message: 'Video not available for this camera'.
- Map:** A map view showing a network of roads with various colored overlays. A pop-up window titled 'Incident' is displayed over the map, providing details: 'Accident: Crash on 75/85 at University Ave. No lanes blocked.', 'Start Time: Sep 8 2021, 8:55 AM', 'Anticipated End Time: Sep 8 2021, 11:00 AM', and 'Last Updated: Sep 8 2021, 10:12 AM'. The pop-up also includes social media sharing icons for Facebook and Twitter.
- Map Legend:** A sidebar on the right side of the map showing various layers and their status. The 'Incidents' layer is checked and highlighted in blue. Other layers include Traffic Speeds, Closures, Construction, Future Construction, Special Events, Waze Reports, Message Signs, Variable Speed Signs, Cameras, My Cameras, Weather Radar, Weather Alerts, and Weather Forecasts.

511GA Mobile Apps

- Map View
 - Traffic Congestion Layer
 - Events
 - Cameras
 - Message Signs
 - Rest Areas
 - Express Lanes
- Ability to add Routes and Cameras
- Drive Mode
 - Conserve battery and data usage
 - Still provides audio alerts
- Settings Menu
 - Switch to Drive Mode
 - Links to Phone, Web and Twitter
 - FAQ's
 - Feedback
 - App Tips



511GA IVR

- All Interstates, US routes and major GA routes
- My511 users can hear their saved routes first
- User can ask for any of the menu items at any time
- Quickly reach GDOT customer service options
- Ability to leave feedback



511GA IVR - Floodgates



Audio Repository

Custom audio for the IVR.

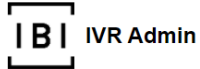
[New Audio File](#)
[Refresh Audio List](#)

 Page Size: ▼

Name	Text	Listen	Download	Edit	Delete
<input type="text" value="Filter Name"/>	<input type="text" value="Filter Text"/>				
ding	ding				
Hurricane Laura	test				
Hurricane Laura - 8/26/2020	REGIONAL EMERGENCY DECLARATION. EVACUATION ORDER IN EFFECT: Southern Louisiana use Interstate 49 to Interstate 20 as alternate route.				
Hurricane Laura - 8/26/2020 - 2	REGIONAL EMERGENCY DECLARATION. EVACUATION ORDER IN EFFECT: Southern Louisiana use Interstate 49 to Interstate 20 as alternate route. I-10 is closed in both directions in Lake Charles, Louisiana until further notice.				
Hurricane Laura - 8/26/2020 - 3	REGIONAL EMERGENCY DECLARATION. EVACUATION ORDER IN EFFECT: Southern Louisiana use Interstate 49 to Interstate 20 as alternate route. I-10 is closed in both directions in Lake Charles, Louisiana until further notice.				
Hurricane Laura - 8/26/2020 - 4	REGIONAL EMERGENCY DECLARATION. Interstate 10 in Lake Charles Louisiana will be closed in both directions until further notice.				
Hurricane Laura - 8/28/2020	Multiple roads remain obstructed in the Central Louisiana Region including Grant, Natchitoches, Rapides, Sabine, Vernon and Winn Parishes due to downed trees, debris and power lines. Motorists are advised to use extreme caution				
New System	Louisiana D.O.T.D. has upgraded five one one. Please listen closely to the prompts and answer the best that you can. For more information, visit our upgraded website at five one one L.A. dot org.				
NewSystem3	Louisiana D.O.T.D. has upgraded five one one. Please listen closely to the prompts. For more information, visit our upgraded website at five one one L.A. dot org.				
Pronunciation test	This is the city of Calcah-shoe. This is the town of Morah-paw. This is the hamlet of Bonnie Carry.				
Test	TEST TEST TEST				
Test 1	Louisiana Training today				

12 audio files

511GA IVR - Floodgates



New Floodgate Schedule

Which floodgates are being scheduled?

Available Floodgates

▼ Add
○ Clear All
⬅ Remove

Selected Floodgates

What happens when this schedule is active?

Action Type

▼ New Floodgate Message

Floodgate Message

Status	Name	Audio	Allow Barge-In	Repeatable	After Action	Edit	Delete
unscheduled	Test 1	🔊 Test 1	✓	✓	▶ Continue	✎	✕

Please select one or more floodgates.

When is this schedule active?

One Time Recurring Irregular

Begin Date / Time*

End Date / Time*

* Times should be Louisiana local time.

Once Per Call

Priority (5 is highest priority, 1 is lowest priority)

Random Chance %

Email and Text Alerts



Hi Jo,

Please be aware of the following events on your route:

 **Incident - New**

Stall; No Lanes Blocked on GA 400 at Sidney Marcus Blvd. SB Only . No lanes blocked.

Start Time Sep 10 2021, 5:27 PM

Anticipated End Time Sep 10 2021, 5:31 PM

Route [home to work](#)

Current Travel Time **57 min**

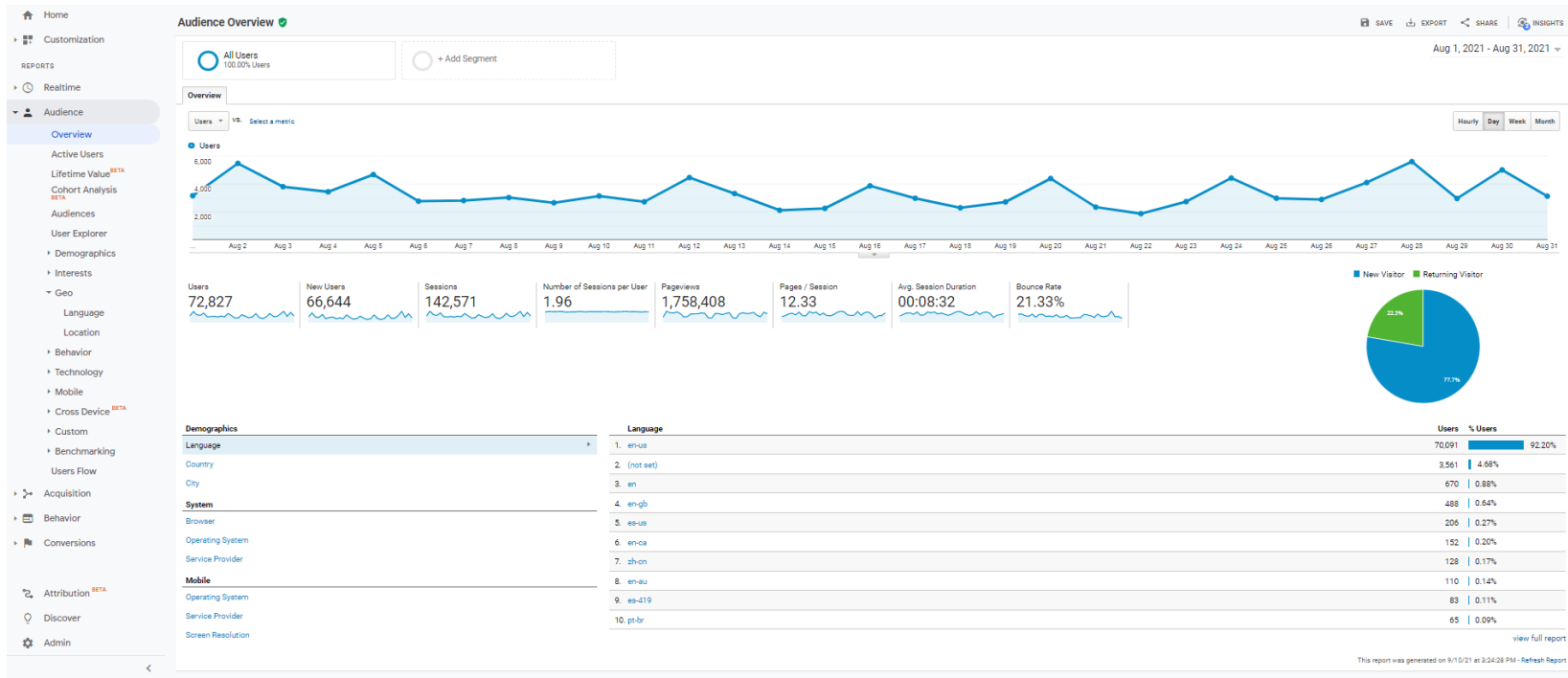
Normal Travel Time **25 min**

Distance **26.2 miles**

Cleared Disabled vehicle in Jackson on I-10 west at MM 139, right shoulder blocked
Travel Time 1 hr 49 min



Website System Metrics – Google Analytics



Website System Metrics

Google Analytics

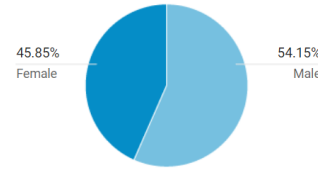
- Demographics
 - Age or Gender
- Geo Reference
 - Country
 - State
 - County
- Technology
 - Browser
 - Browser Version

.....

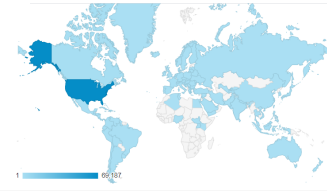
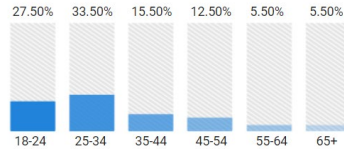


Acquisition		Behavior		Conversions																																																																																				
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Gender




Age



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Website System Metrics – 511GA Metrics



NEW Features Log off All Regions

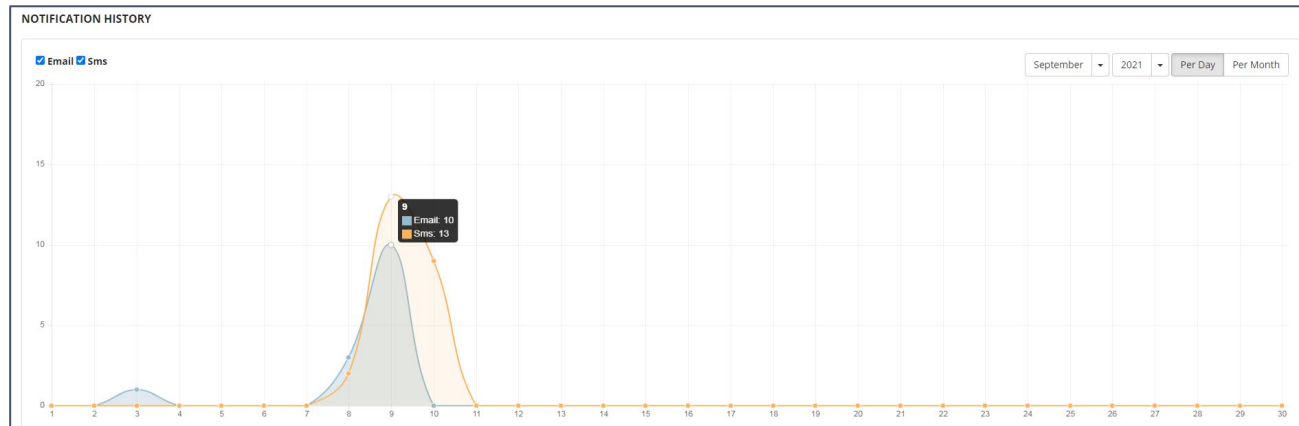
Home Text Report My 511 News Extras About Admin

ALERTS

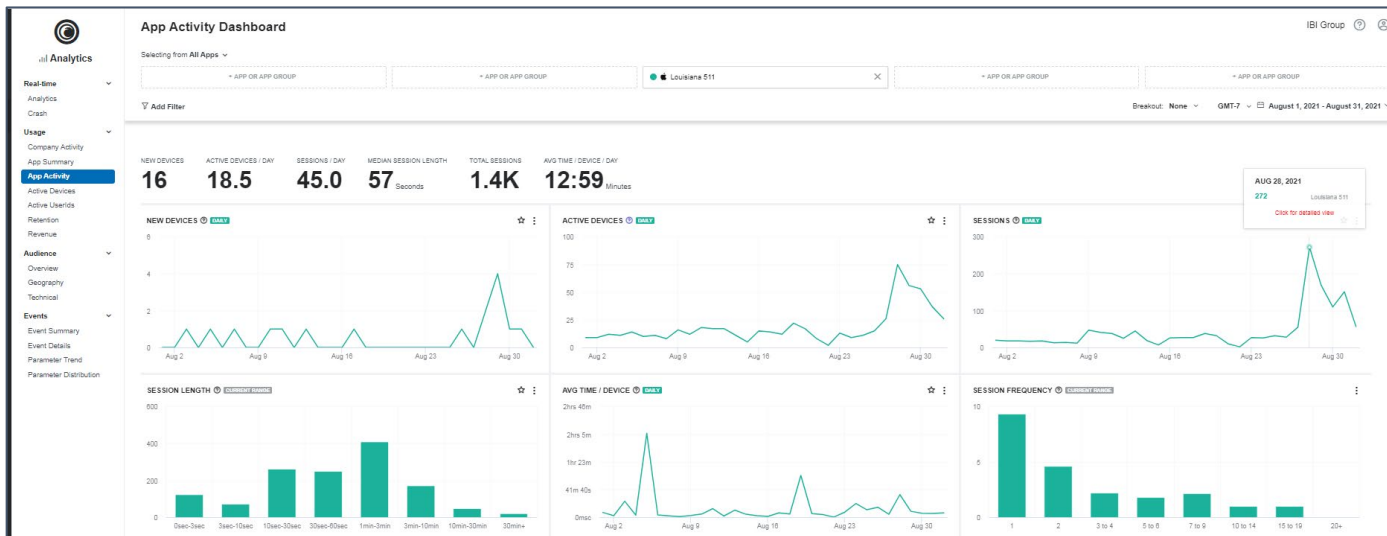
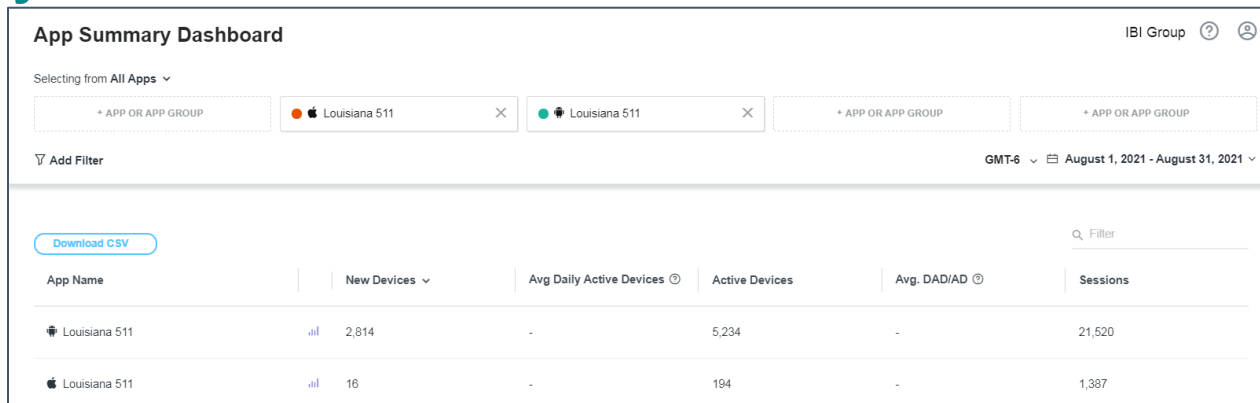
SITE METRICS

More information available at [Google Analytics](#).

Statistic	Value
Number of Users	47
Number of Unconfirmed Users	1
Number of Routes	5
Number of Users with Routes	5
Number of Emergency Notification Subscriptions	3
Number of Users with Alerts	2



Mobile App System Metrics – Flurry



IVR System Metrics – IVR Management Tool



Reports

Time Range Yesterday

Report Sections

- Summary**
- Summary
- Incoming Call Count**
- Incoming Call Count Per Hour
- Incoming Call Count By Called Phone Number
- Incoming Call Count By Caller Area Code
- Incoming Call Count By VUI Duration Minutes
- Simultaneous Incoming Call Count**
- Maximum Simultaneous Incoming Call Count Per Hour
- Incoming Call Duration**
- Average Incoming Call Duration Per Hour
- Total Incoming Call Duration Per Hour
- Caller Count**
- New, Repeat, And Unique Caller Counts Per Hour
- Unique Caller Count**
- Unique Caller Count By Incoming Call Count
- Unique Caller Count By Invalid Input Count
- Unique Caller Count By VUI State
- Transfer Count**
- Transfer Count Per Hour
- Transfer Count By Transfer Destination
- Transfer Duration**
- Average Transfer Duration By Transfer Destination
- Floodgate Count**
- Floodgate Activated Count By Floodgate Type and Floodgate Id
- Floodgate Menu Count By Floodgate Menu Name
- Floodgate Message Count By Floodgate Message Name
- VUI State Entered Count**
- VUI State Entered Count By VUI State
- VUI Navigation Count By VUI Navigation
- Prompt Statistics**
- Input Count By Input Type
- Input Count By Prompt Name And Prompt Action Selected
- Input Count By Input Type And Prompt Name And Prompt Action Selected
- Prompt Statistics By Prompt Name

 Select All

IVR System Metrics – IVR Management Tool

IVR Admin

Reports

Time Range Last Thirty Days

Report Sections

Summary

Summary

Incoming Call Count

Incoming Call Count Per Calendar Date

Incoming Call Count Per Hour

Incoming Call Count Per Day Of Week

Incoming Call Count Per Hour Of Day

Incoming Call Count By Called Phone Number

Incoming Call Count By Caller Area Code

Incoming Call Count By VUI Duration Minutes

Simultaneous Incoming Call Count

Maximum Simultaneous Incoming Call Count Per Calendar Date

Maximum Simultaneous Incoming Call Count Per Hour

Incoming Call Duration

Average Incoming Call Duration Per Calendar Date

Average Incoming Call Duration Per Hour

Average Incoming Call Duration Per Day Of Week

Average Incoming Call Duration Per Hour Of Day

Total Incoming Call Duration Per Calendar Date

Total Incoming Call Duration Per Hour

Caller Count

New, Repeat, And Unique Caller Counts Per Calendar Date

New, Repeat, And Unique Caller Counts Per Hour

Unique Caller Count

Unique Caller Count By Incoming Call Count

Unique Caller Count By Invalid Input Count

Unique Caller Count By VUI State

Transfer Count

Transfer Count Per Calendar Date

Transfer Count Per Hour

Transfer Count By Transfer Destination

Transfer Duration

Average Transfer Duration By Transfer Destination

Floodgate Count

Floodgate Activated Count By Floodgate Type and Floodgate Id

Floodgate Menu Count By Floodgate Menu Name

Floodgate Message Count By Floodgate Message Name

VUI State Entered Count

VUI State Entered Count By VUI State

VUI Navigation Count By VUI Navigation

Prompt Statistics

Input Count By Input Type

Input Count By Prompt Name And Prompt Action Selected

Input Count By Input Type And Prompt Name And Prompt Action Selected

Prompt Statistics By Prompt Name

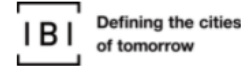
Select All

Generate Report

Louisiana 511 IVR Report

Begin Time 2021-09-11 12:00:00 AM

End Time 2021-09-10 12:00:00 AM



Contents

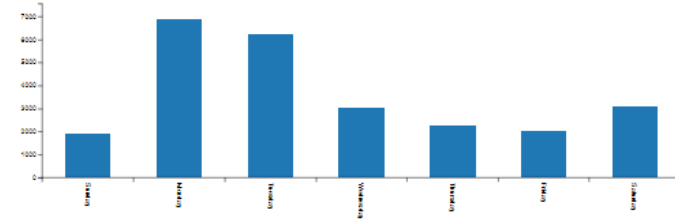
Incoming Call Count Per Day Of Week

Average Incoming Call Duration Per Day Of Week

Transfer Count By Transfer Destination

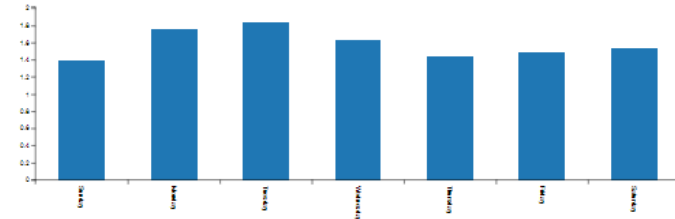
Incoming Call Count Per Day Of Week

[Download CSV](#) [Download JSON](#)



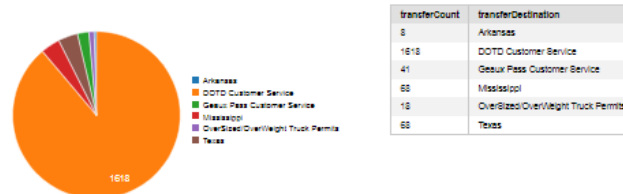
Average Incoming Call Duration Per Day Of Week

[Download CSV](#) [Download JSON](#)



Transfer Count By Transfer Destination

[Download CSV](#) [Download JSON](#)





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THANK YOU!



ITS Georgia 2021
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