CourtTalk® Traffic

Hosted and Premise-based
Contact Center Automation for Traffic Courts

Sonant's family of CourtTalk® Voice and Web Applications is a self-contained solution that enables 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 feature an Electronic Payment Solution (EPS) that allows a defendant to make online payments by credit card or electronic check. Sonant's payment processing component is fully PCI-compliant.

Sonant's optional InfoLock™ call 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 agent, or from a live agent back to specific parts of the voice application call flow.

CourtTalk Traffic's web technology allows users to engage with the court's website, enabling defendants to perform the same data retrieval and transaction processing functions as with the voice application.

CourtTalk Traffic benefits include:

- PCI-compliant payment processing;
- Configurable payment processing fees policy;
- Real-time backoffice financial systems recording, updates;
- 24/7 self-service citation processing;
- Can be installed in your data center or as a hosted service;
- Automatic Speech Recognition for voice processing;
- Multiple language capability;
- Optional notifications and reminders transmission;
- Integration with your current Case Management System;
- Supplements your existing ACD without major equipment retrofits or installations.

Court & Court Data Center

Anywhere Contact Center Agents

Electronic Payment System: **Heartland**

Automated Outbound Notifications: Calls, Text, Email

Anytime, Anywhere Citizen Interactions

6215 Ferris Square, Suite 220   San Diego, CA 92121
Phone: (858) 623-8180 • Toll Free: 800-929-2920 (US only) • Fax: (858) 623-8190 • Email: sales@sonant.com
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