

IVR Updates - New Ways to Connect

New ways to connect with DATS include automated phone calls to check on trip status, get an estimate on your next trip time, and to cancel a trip, as well as text messaging features (see page 2).

To enroll in these features, you will need:

- **Your DATS Registration Number**
- **Pass Code** (call DATS (780) 496-4567 (Option 4) for more information)

Phone Calls - Interactive Voice Response (IVR)

Call the DATS Client Service Centre at **(780) 496-4567 (Option 5)** for IVR. You will be asked to enter your registration number, followed by your pass code (security PIN). From there you can select from the following options:

- 1) Where's My Ride - Get updated information about an upcoming ride within 90 minutes. The closer to your ride, the more accurate the estimate will be. Please note that this is an **estimate**, and is subject to change at any time, or be inaccurate due to weather or adverse road conditions. Rides outside of 90 minutes of your call will not be listed.
- 2) Trip Status - Get a list of all trips booked within the next 3 days
- 3) Cancel a Trip

Press 0 at any time to speak to a DATS Client Service agent during normal office hours.

These features are available 21 hours a day and seven days a week (with scheduled maintenance nightly at 2am), and will help reduce call volume to our Client Service Centre. Using IVR to check on a ride or cancel a trip will reduce queue times over the phone for all DATS clients.

I-Book

Your IVR passcode also works with I-Book. DATS I-Book is an online booking tool that allows DATS clients to book reservation trips one to three days in advance, to cancel trips and view trip details. I-Book is free and easy to use. To get started with I-Book, visit: **<https://datsibook.gov.edmonton.ab.ca>**

For more information about these features, please contact DATS at (780) 496-4567 (Option 4).

Text Messaging (SMS)

You can also text DATS at **(587) 409-4447** for:

- 1) Where's My Ride - Get updated information about an upcoming ride within 90 minutes. The closer to your ride, the more accurate the estimate will be. Please note that this is an **estimate**, and is subject to change at any time, or may be inaccurate due to weather or adverse road conditions. Rides outside of 90 minutes of your text will not be listed.
- 2) Automated Text-Ahead Features (if you are already enrolled in automated call ahead features, this can be switched to text-ahead by opting into text messaging)

Opting In

To opt into text messages, simply text the following to (587) 409-4447. FOR EXAMPLE:

d optin 23143 123456



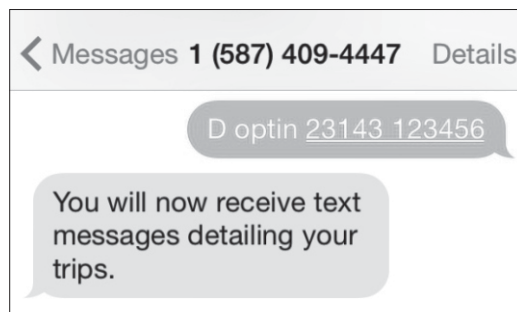
"d" for DATS



DATS number



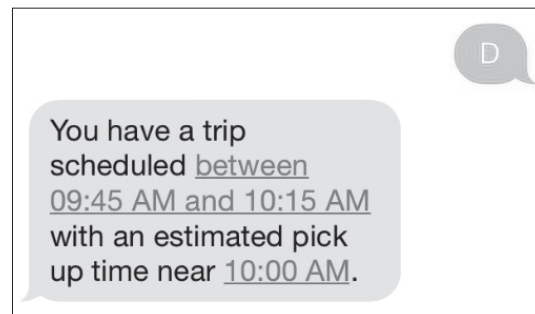
pass-code



This registers your phone for messaging, and will send a confirmation message (above). Standard text rates may apply, depending on your phone plan.

Where's My Ride

Once opted in, to check on a trip within 90 minutes, simply text "d" or "D" for DATS to (587) 409-4447. Both uppercase and lowercase d's are recognized by the system. If you have a trip within the next 90 minutes, you will receive an estimate message (pictured to the right).

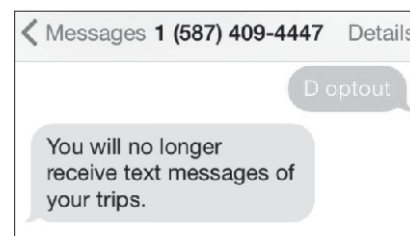


Opting Out

If you are not satisfied with text messaging, or would like to opt out at any time without calling DATS, text the following to (587) 409-4447:

D optout

You will then have to opt in again to use the system, or if you wish to use a different phone for text messaging.



For more information about these features, please contact DATS at (780) 496-4567 (Option 4).