

PRESS RELEASE

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ViaPlus Enhances AI-Powered Customer Operations

- **New conversational and agentic AI added to ViaPlus Haven® platform**
- **Haven® can interact with customers and act on service requests for faster, more consistent, and scalable operations**
- **Strengthens human-first approach with AI-powered support for agents and customers**

ViaPlus, the mobility technology subsidiary of VINCI Highways, announces the expansion of AI capabilities within its Haven® Customer Service Operations platform. This enhancement introduces conversational and agentic interactions that can engage naturally with customers and execute service requests, strengthening fast, accurate, and scalable customer service across mobility operations.

Haven's new integrations enable natural, context-aware interactions that accelerate resolution times and improve service consistency for transportation agencies and their customers. The platform can now handle natural-language customer requests and resolve common issues automatically, such as payment processing and account updates, while escalating complex cases to human agents. Customers benefit from 24/7 personalized multilingual support, with urgent issues automatically identified for faster attention. Operationally, conversational and agentic AI enhance service delivery by improving first-contact resolution and scaling service during periods of peak demand. For the mobility agencies ViaPlus serves, which routinely process millions of customer transactions each year, this results in faster service, more consistent support, and smoother customer experiences.

For customer service teams, AI amplifies productivity and impact. Real-time prompts, suggested responses, faster access to accurate information, and automated quality insights help agents respond with speed and confidence while reducing repetitive tasks and strengthening decision-making.

People remain central to the Haven® model. While AI features expand service speed and scale, human expertise remains essential for handling nuanced situations and building lasting customer relationships. Together, human agents leveraging AI tools can elevate service quality while maintaining the personalized experience that customers expect.

"Haven's new AI features allow ViaPlus to deliver enhanced customer resolutions with speed and consistency" says Xavier Defrenne, CEO of ViaPlus. "As transportation systems become increasingly automated and transaction volumes continue to grow, these innovations will help mobility agencies scale customer support efficiently while maintaining the high standards of service their customers expect."

About ViaPlus

ViaPlus is a global mobility company serving the transportation industry with technical and operational solutions. Our customer operations, data analytics, and signature back-office technology facilitate over four billion transactions annually for seamless multimodal mobility. ViaPlus connects AI and machine learning with operational excellence and industry expertise to deliver solutions for electronic tolling, EV charging, mobility customer services, and road user charging. As a VINCI Highways subsidiary, we are committed to innovation and to promoting a positive mobility experience for all.

www.ViaPlus.com**About VINCI Highways**

VINCI Highways is a leading international roadway concessionaire and mobility services provider, managing a 3,750-km network across 13 countries. By integrating design, financing, construction, operations and tolling, we give public authorities the assurance of a single industrial partner able to deliver strong operational performance throughout the full life cycle of highway projects. As a long-term partner to the regions we serve, we are committed to safety, environmental progress and economic development.

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