

An aerial, isometric view of a cityscape. In the foreground, a large, modern building with a curved facade is visible. To its left, a multi-story building is labeled "CALL CENTER". A highway interchange with multiple lanes and overpasses is situated in the middle ground. The city is filled with various other buildings of different heights and styles. Green trees are scattered throughout the urban landscape, particularly along the roads and in open spaces. The overall color palette is muted, with greys, blues, and greens.

HavenTM Customer Service Operations

VIAPLUS
by VINCI HIGHWAYS

Haven™ CUSTOMER SERVICE OPERATIONS

Process & Technology for Operational Excellence

ViaPlus brings 25 years of expertise in customer service centers (CSC) with a specialized focus on design, transition, and operations.

Haven's™ customer-centric model integrates business tools with operational touchpoints, delivered by a team with demonstrated experience in employing proven processes and technology to deliver excellent customer service.

We specialize in operating mobility contracts that typically include customer account management services, enforcement processes, payment services, image review services, and tag (transponder) inventory management.

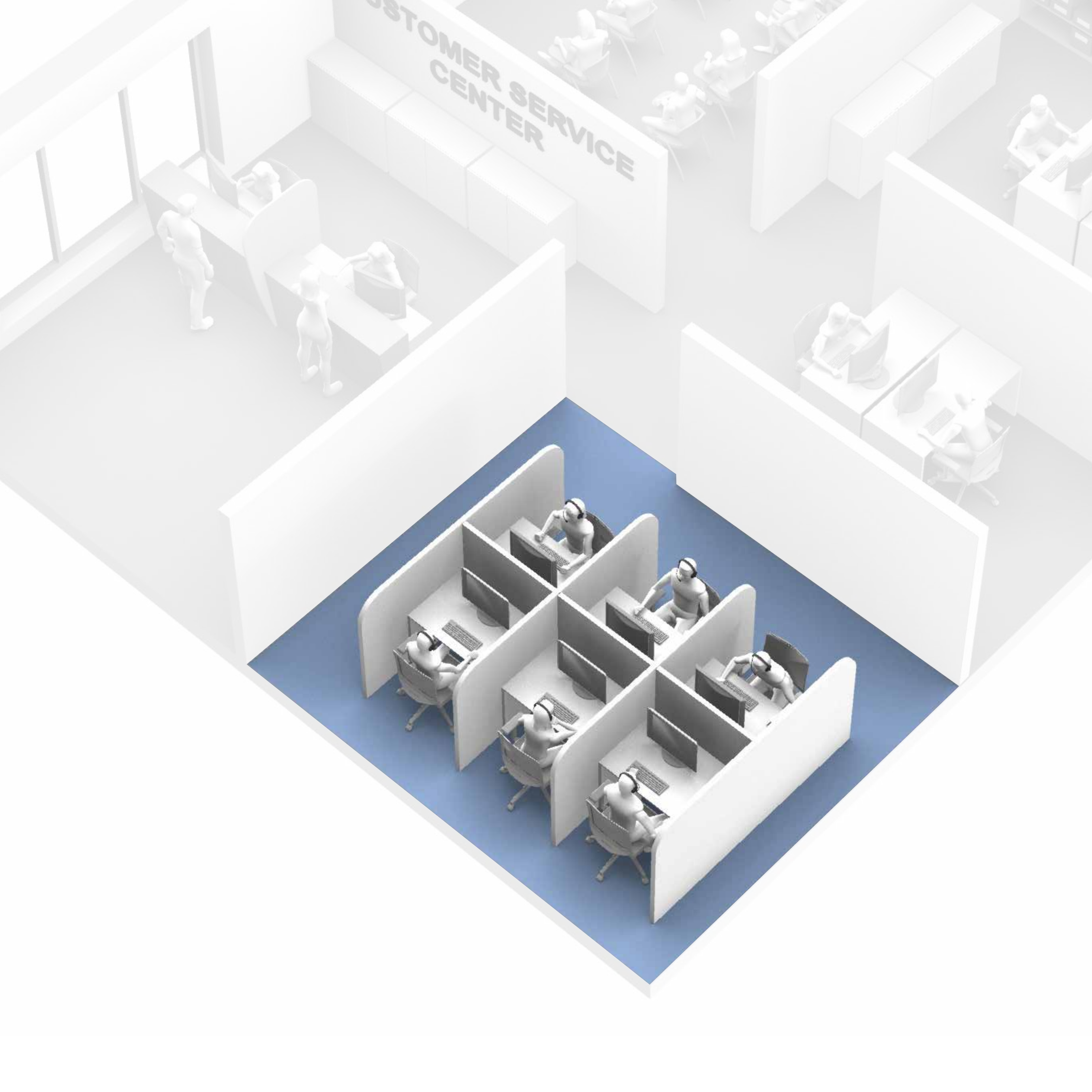




Customer Service Center Operations

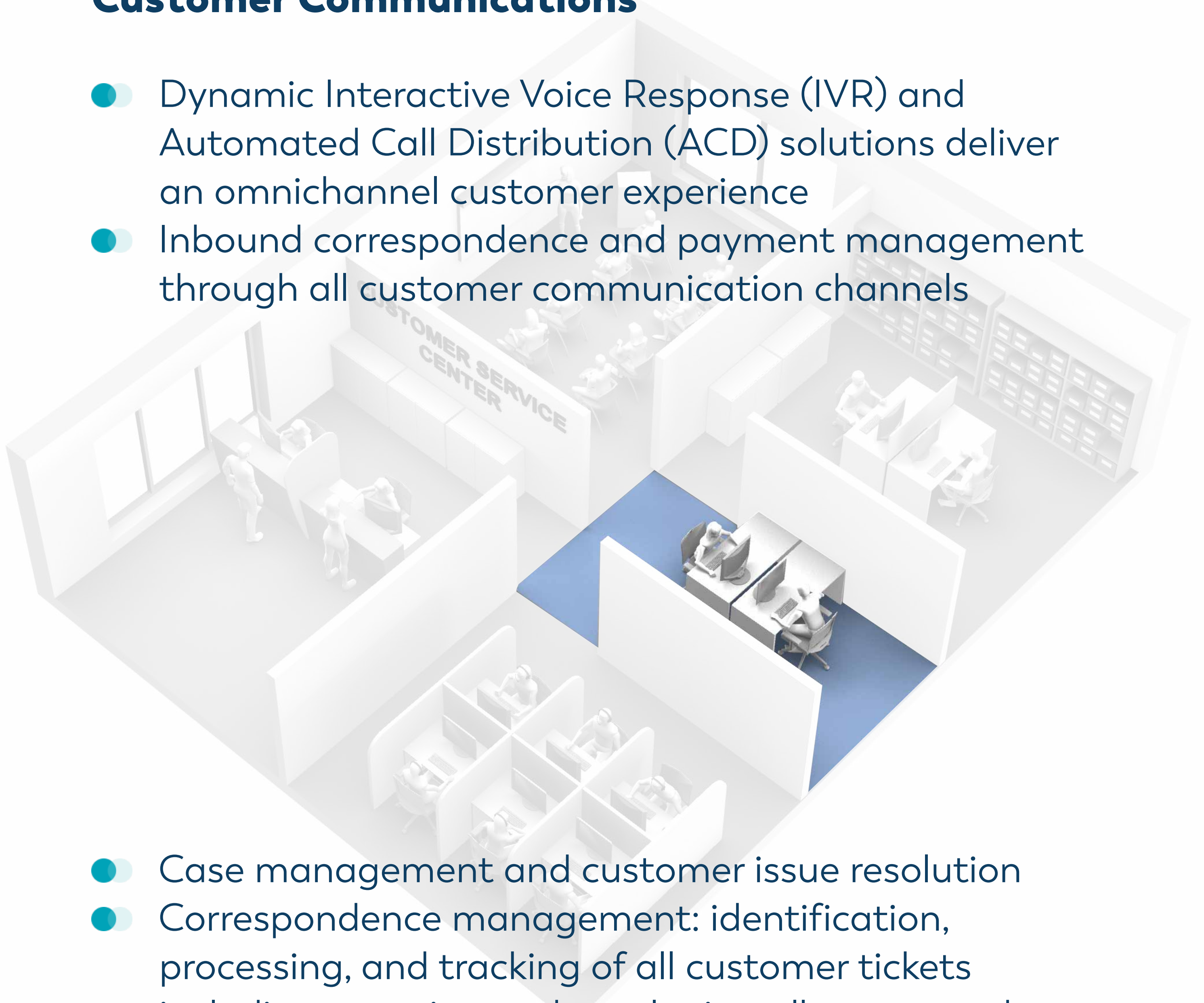
CSC operations solutions and technical innovations are tightly coupled with a quality-driven organizational culture, delivered through:

- A culture of collaboration that drives continuous optimizations and award-winning innovation
- Design and implementation of commercial back-office and CSC systems that bridge system design and operational efficiency
- Comprehensive customer and relationship management services
- Technical platforms that deliver automation and self-service efficiencies, quality output, and performance uniformity
- Modern software to increase operational effectiveness and maximize revenue collection
- Operational data-driven decision-making, supported through smart analytics
- Innovative payment solutions
- Staffing strategies to deliver reduced wait times, efficient call resolutions, and a superior customer experience



Customer Communications

- Dynamic Interactive Voice Response (IVR) and Automated Call Distribution (ACD) solutions deliver an omnichannel customer experience
- Inbound correspondence and payment management through all customer communication channels

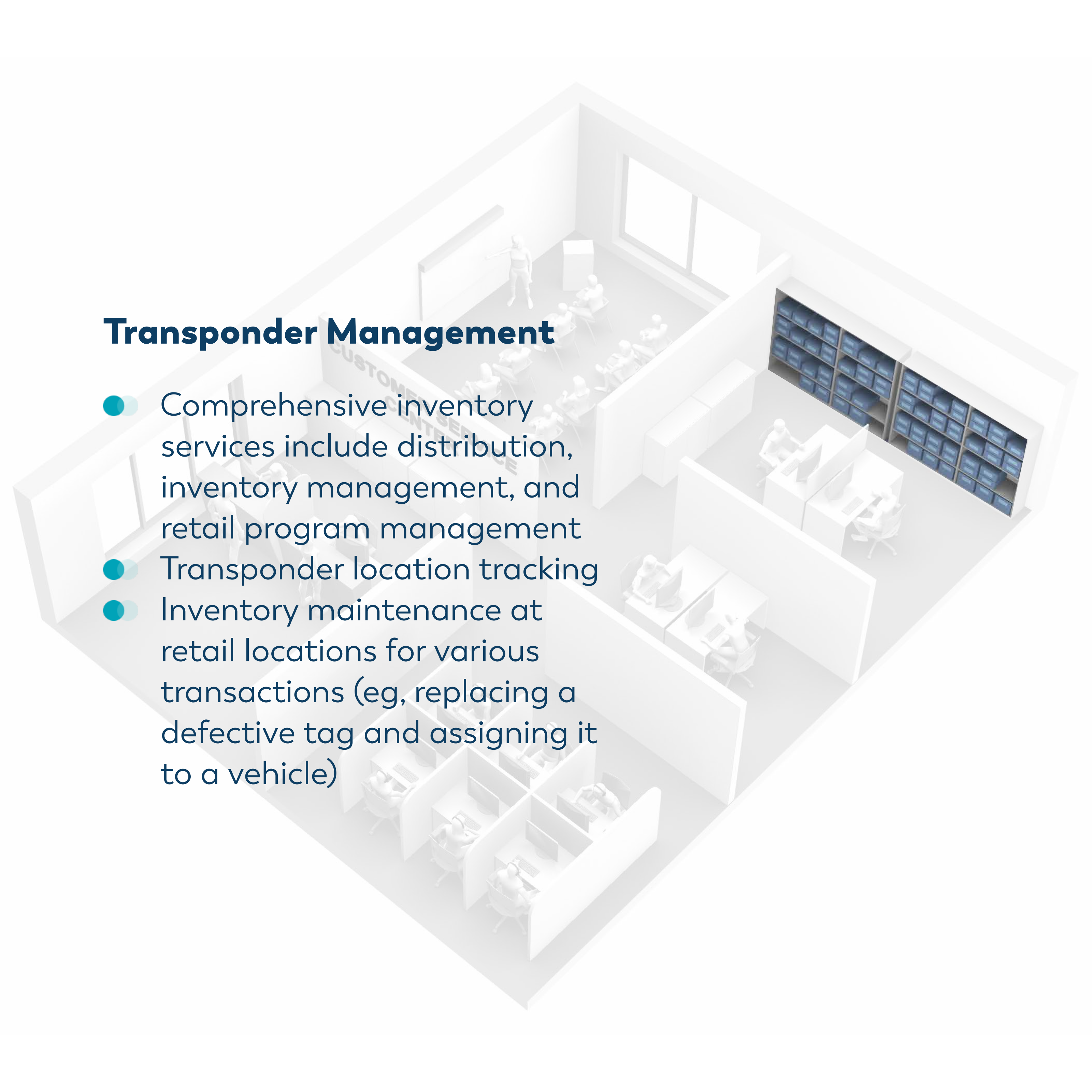


- Case management and customer issue resolution
- Correspondence management: identification, processing, and tracking of all customer tickets including scanning and cataloging all correspondence to the appropriate account



Walk-In Centers

- Buildout and operation of customer walk-up centers
- Facility design and layouts to optimize staffing, reporting structure, and workflow
- Full account services for in-person customers



Transponder Management

- Comprehensive inventory services include distribution, inventory management, and retail program management
- Transponder location tracking
- Inventory maintenance at retail locations for various transactions (eg, replacing a defective tag and assigning it to a vehicle)



Training & Retention

- Automated training, learning management, workforce technology, and processes deliver professionally-trained and knowledgeable staff
- Training focused around improving the customer experience, and enhancing agent skills
- Creative incentive programs designed to reward and retain quality staff



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www.viaplus.com