

# Hogia TIMS



Coordinate your customer communication and give passengers relevant information wherever they are.

Keeping passengers informed about public transport changes is essential to customer satisfaction. Hogia TIMS is a smart, user-friendly tool that helps you send accurate information via the right channels, at the right time, to the right recipients.

For passengers, receiving prompt, accurate information is crucial. Most people understand that delays and disruptions can happen, but if they're not kept informed about the situation, customer satisfaction quickly drops.

Hogia TIMS allows your organisation to coordinate information about disruptions and planned changes in public transport services. The tool is configured to interact with your existing passenger communication channels such as websites, apps, sms, bus stop screens and on-board information systems.

When a disruption occurs, you can easily create an information message and publish it in all your channels with a simple click. You can also target your message to specific recipient groups, for instance by limiting it to specific bus stops or routes. Alternatively, you can let Hogia TIMS automatically generate messages based on pre-configured criteria.

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Hogia TIMS has a function for template-based messages, which can be adapted to your communication procedures. This ensures that the same language is used in all your messages and lets you prepare ready-made messages for the most frequently occurring events, which can be invaluable in stressful situations.

Promptly notifying passengers also lightens the load on customer services. You can choose to have Hogia TIMS forward all your messages to the customer service team so that they can prepare information for their channels and take proactive measures. All this contributes to making your passengers' journey as smooth and friction-free as possible.

#### **Use Hogia TIMS to:**

- ✓ Coordinate your customer communication
- ✓ Give passengers relevant information wherever they are
- ✓ Create templates for fast, accurate communication