

## **DEPARTMENT of TRANSPORTATION**

### **Automated Road Test Scheduling**

**Scheduling Road Test appointments**, changing or canceling appointments, or retrieving the location and hours of Testing Centers can be accommodated easily with this Centurion, Inc. application. Specific functions available include:

- A menu format listing of Test Center locations provides location, directions, office hours, and telephone number information.
- Available Test Centers based on city search characters entered by the caller is provided.
- Multiple permit types are validated against individual road test scheduling.
- A menu of available appointment times, based on caller preferences is given.
- Appointments can be made for soonest time, a specific time, or anytime; for morning only, or for anytime during the day, per specific Test Center location.
- A spoken confirmation message presents the appointment date and time, along with an informational message of what to bring along for the test.
- A system generated confirmation telephone call is made to the number provided by the caller on the evening prior to the test. This call utilizes form-filler to speak the date, arrival time and location of the test, followed by instructions to repeat the message, end the call, or cancel the scheduled test.
- Changes or cancellations can be made to previously scheduled appointments.

#### **How does it work?**

To access this system, callers are prompted for entry of their Social Security Number or Permit Number, and their date of birth. If the identification entered is invalid or if the permit has expired, the caller is transferred to an operator for assistance. Callers are guided through menu selections and appointment preferences via Touch-tone or Spoken responses on a 7 day per week, 24 hour per day basis. The system utilizes a database of schedule dates and times for each location, and attempts to match caller preferences with unscheduled dates, times, and location