

# Customer Communication Terminal

## Real-time customer updates at the push of a button

The Customer Communication Terminal (CCT), developed by our sister company Highway Resource Solutions (HRS) gives road users, local residents and the general public instant access to real-time, accurate information while works are underway. CCT can also reduce the need for personnel at closure points and helps reduce the risk of work zone incursions.

The CCT is portable, flexible and is designed so that it can be tailored to your specific requirements. It can be deployed as a responsive intercom device, provide automated real-time information or can be used as an emergency call point.

### Key benefits

- > Reduced risk of work-zone incursions
- > Improved road user experience
- > Improved customer communication
- > Reduced number of complaints
- > Improved operational efficiency

### Intercom mode

In intercom mode, the CCT serves as a two-way communications system. It can be placed at strategic locations in or around a work zone to enable road users to contact site personnel. This helps improve customer experience whilst reducing the need for personnel to be situated at closure points.



### Automated information



The CCT can be set up to provide automated real-time information such as diversion routes, journey times, duration of works or other pertinent information to help road users or local residents plan their routes around road closures. The sign is also personalised to build strong positive relationships with customers.

### Emergency call point



The CCT can also be deployed as an emergency call point for road users to summon vehicle recovery services. Having an accident or breakdown in the middle of road works can be a worrying time so having a readily accessible emergency call point provides vital comfort and reassurance to road users. At the push of a button, they can speak with someone, explain their emergency situation and get reassurance that help is on its way.



## Satisfied clients

The Customer Communication Terminal is used in England and Wales by our sister company, Chevron Traffic Management, to support their clients with essential traffic management plans. The CCT is so flexible that it can be used in a multitude of scenarios and across multiple sectors including Highways, Utilities, Rail, Local Authority and Events. Here's what their satisfied clients have to say.

### Rail

"Having deployed the CCT kit, which provided the public with easily accessible diversion route information, the site team reported that there were far fewer interruptions from road users. They were able to get on with their work unhindered and were not subjected to abuse as they had been in previous years."

**Network Rail Section Manager**



### Local Authority and Stakeholders

"The CCT has been developed to maximise the information provided to the travelling public who, in real-time, are being told how long it takes to travel from Gatwick Arrivals to the M25."

**Gatwick Airport**



### Utilities

"Over the course of the project, 69 potential incursions were stopped because we used the CCT. At each of these incursions, the traffic management crew were able to intervene and prevent any further breaches into the site."

**SES Water**



### Event Management

"We would like to extend our sincere thanks for your excellent work in managing the road closures during the Remembrance Day Parade & Service. The donation signs worked really well and were commented upon throughout the day."

**Thatcham Town Council and Horndean Parish Council**



### Highways

"The CCT system reduced the uncertainty around customer wait times by providing road users with direct and immediate communication with traffic management personnel. It also prevented a potential 11 incursions into the works."

**Highways England**



### HRS product range

- > Customer Communication Terminal
- > Intellicone Smart Taper
- > Intelliframe
- > Dynamic Speed Sign
- > Works Egress System
- > Intellicone Incursion Prevention & Warning System (IIPAWS)