



Superior Court of California
County of Orange

News Release

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Court Introduces New Interactive Phone System 877-872-2122

The Superior Court of Orange County now offers a new interactive computer telephone option that quickly and efficiently assists people in paying fines or answering their questions about traffic and criminal cases. Features of the new system, referred to as an Interactive Voice Response (IVR) system, include:

- Accepting payments of fines and fees 24 hours a day, 7 days a week
- Accepting requests for time extensions on traffic citations
- Providing information about traffic violator school programs
- Providing general information about traffic and criminal cases

The Court's IVR system is similar to telephone systems offered by banks and other financial institutions. Electronic fund transfers, major credit cards and debit cards are accepted by the IVR. The fee for using the payment option is \$6.20 per transaction. The new system can easily handle the large volume of calls received by the Court (more than 2,500 calls daily) without placing people on hold to wait for an operator.

"The IVR system is convenient and easy to use. It's an effective way for people to pay fines, sign up for traffic school, or get answers to common questions about traffic tickets. IVR will also reduce call overload and long wait times to the existing Call Center," said Chief Executive Officer Alan Carlson. He added, "Not only is IVR more convenient for the public, the new system directly interfaces with the court's case management system, saving money by eliminating manual transactions and data entry by court staff."

IVR service is available in English and Spanish. Vietnamese speakers will be transferred to a Vietnamese speaking customer service representative for assistance.