



ET&T
SERVICE YOU TRUST SINCE 1968
Powered by Wildix

CLIENT CASE STUDY



Organization

DelGo Community Transit

Location

Delaware County, PA

Technologies Used

Wildix, Inbound AI Voice Bots, Ecolane

Annual Shared Ride Trips

98,927 (FY 2023-2024)

Summary

With ET&T, DELGO turned a fragile, time-consuming, and costly communication system into a reliable, efficient, and scalable platform—boosting productivity, reducing missed calls, and improving the experience for riders and staff alike. The AI voice bot's capabilities, from reducing wait times to handling ride cancellations around the clock, have created significant operational and financial benefits, making DELGO's communications smarter, faster, and more cost-effective.

SUCCESS METRICS

37%



Call Volume requiring
Human Intervention
reduced by 37%

Average Hold Times
reduced by 22%

22%



74%



Response Rate
during peak AM
hours increased by
74%

Abandoned Calls
dropped by 38.7%



39%

The Challenge

In the world of public and specialized transportation, **reliable communication isn't optional**—it's essential. When calls spike, routes change, or riders need urgent assistance, even a few minutes of delay can disrupt operations and customer satisfaction. That's why having a dependable, flexible communication system is critical.

Before adopting Wildix, DELGO relied on a Mitel PBX system that COVID exposed as **fragile and unreliable**. The organization briefly moved to Nextiva but soon ran into challenges: auto attendant setups took months, administrative tasks required long support queues, licensing costs limited feature expansion, and **outages—like one lasting three hours—disrupted operations**. As their contract ended, ET&T provided demos, customer feedback, and real-world examples that made the benefits of Wildix clear.

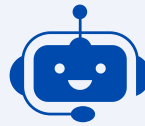
The Solution

Integration to Ecolane by Transit Technologies



Through direct API connections to Ecolane, the Wildix automatically loads caller accounts using the phone number on record, reducing rider attribution errors and saving time.

Inbound Agentic AI Voice Bot



Train an AI Voice Bot on your own data, tone, and scripts. The Bot can then autonomously book/cancel rides and smartly route calls, resulting in streamlined call center operations.

99.999% Reliable UCaaS



Built on AWS Cloud Services, Wildix delivers a secure-by-design, scalable, and uptime-assured platform that gives businesses peace of mind.

Reporting, Analytics & Quality Assurance



Call center analytics directly in the browser with AI transcriptions, summaries, and sentiment analysis for ongoing training and customer satisfaction.

"Customers and riders appreciate the faster, more accurate service. It keeps us responsive, accessible, and aligned with our mission of helping senior citizens across the county."

-Debra Watson, IT Director at DelGo

Why Partner with ET&T?

- ✓ Family Owned & Operated since 1968
- ✓ Decades of Telecommunications Experience
- ✓ Winner of Wildix North America "Best AI Project" Award, 2025
- ✓ 15 Minute, US-Based Support Response Guarantee



For more information about how ET&T can transform your business operations, contact us today.



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