



1. **What is REPLICANT ?** It is software designed to offer you another “self-help” tool for cancelling, checking ride status, and now making next day reservations. The software uses Conversational AI.
2. **What is Conversational AI?** Conversational AI is a technology that helps a computer to talk to you. Conversational AI can understand what you say and respond, just like a human would.
3. **How does it work, if I want to cancel my ride?** Call 973-491-4224 and select option # 3 from the main menu. You will be asked to provide your Access Link Id number and your pin number. The virtual assistant will then review your scheduled rides and help you select the ride or rides that you want to cancel. After a ride is cancelled, you will receive a confirmation number and have the ability to receive a text message that confirms your cancellation request.
4. **How does it work, if I want to check my ride status?** Call 973-491-4224 and select option # 4 from the main menu. You will be asked to provide your Access Link Id number and your pin number. The virtual assistant will then review your scheduled rides and give you status information.
5. **How does it work, if I want to make a “next day” reservation?** **REPLICANT** will be able to help you daily from 7:30am to 3:00pm. During this timeframe, call 973-491-4224 and select option #2 from the main menu and then select option #1 for next day reservations. You will be asked to provide your Access Link Id number and your pin number. **REPLICANT** will only be able to process “next day” reservations for one way or round-trip rides. You will need to provide the full address for your pick-up and your drop-off. If the reservation is successful, you can receive a text message confirming your reservation.
6. **What if REPLICANT doesn’t understand me?** The virtual assistant is designed to understand many speaking patterns, but if you have a concern you will be able to speak to a live agent.