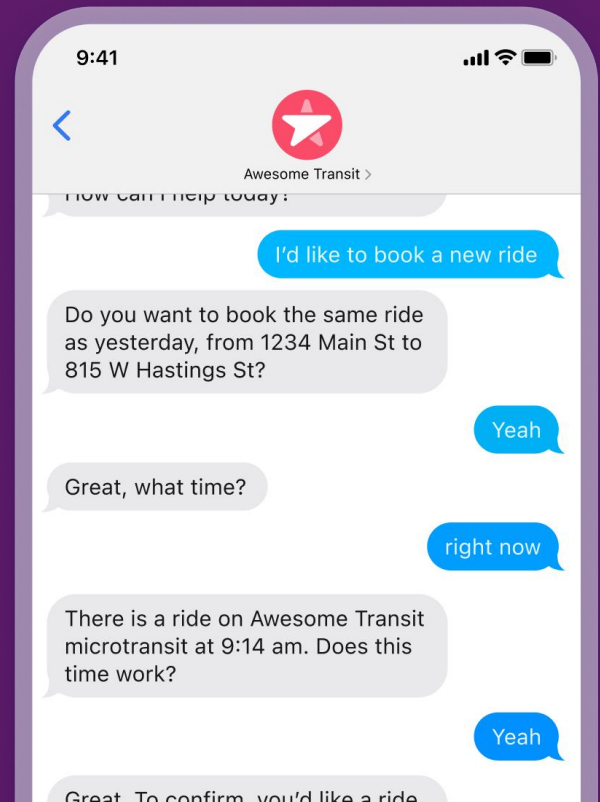


AI-powered voice and chat agents

Give riders answers, not hold music—24/7

Spare's AI Voice and Chat agents handle everyday rider questions by phone or SMS, so your team can focus where it counts.

-  **Cut call volume by up to 70%**
-  **Support in 50+ languages**
-  **Instant answers, no IVR menus, no waiting**



Rider calls answered instantly with AI voice agents

Spare AI Voice turns rider calls into fast, natural conversations. It listens, adapts, and responds—just like your team would.

With Spare AI voice agents, riders can:

- Book, cancel, check ETAs or eligibility status
- Get instant answers to questions like "Where's my ride?"
- Be automatically transferred to staff when needed



Let AI take the FAQs off your plate

Your agency stays in control. Spare AI learns from your content and responds on your terms.

Set the rules. Spare follows them:

- Upload FAQs, policies, and brand guidelines
- Set tone, timing, and escalation rules
- Review past conversations and refine responses over time
- Integrate with your existing systems and numbers



Riders get 24/7 support by text—no app needed

Spare AI Chat brings 24/7 SMS-based rider support—perfect for riders who prefer to text.

With Spare AI chat agents, riders can:

- Access support in 50+ languages
- Book, cancel, check ETAs or eligibility by text
- Fully accessible for deaf and hard-of-hearing riders via SMS



Scan to read the full case study



Auburn Transit deployed Spare's AI Voice to reduce call volume and ease staffing pressures. In 90 days, it handled over 70% of calls, freeing staff to focus on complex rider needs while delivering 24/7 support.

“ AI Voice handles most of the quick calls, like ETA checks, so that I can focus on the riders who need more help.



Greg Bowen, Transit Manager, Auburn Transit Services