SmartVOIX – Phone System and Telephony Services

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Telephony Services

- **Driver calls to current booking – neither driver no passenger see each other's phone number**

- **Out of Car – prank call driver to notify of booking offer**

- **Voice calls from MDT; panic, base or passenger**

SmartVOIX – Overview

- **General call centre PBX, extensions, queues, etc.**

- **Option: hosted by SmartMove or on-the-premises**

- **Integrated with SmartMOVE Dispatch Client ...**

- **Integration with other services; FLIP, Cabcall, others/custom**

- **Call statistics by incoming number/fleet and custom reports**

SmartVOIX – Dispatch Client

- **Screen pops – bring up caller's bookings and history when answered**

- **Click to Dial from a booking to call passenger – less typing**

- **Call recordings linked to bookings, listen from booking**

- **Selecting Queues based on role and availability**

SmartVOIX – SmartBooker IVR

- **Offers pick up addresses caller booked pick up from before**

- **Reads addresses with voice, selection made with buttons**

- **Settings: Number of addresses, future bookings, passengers.**

- **NEW: Cancel and confirm bookings for callbacks.**

- **NEW: Direct callbacks - if caller has bookings**

SmartVOIX – Remote Workers

- **NEW-ish**

- **Allows sharing a phone system, fleet access own queue only**

- **Supported both by hosted and on premises**

- **Default Yealink phone with Wi-Fi, Bluetooth, expansion modules**

- **Possible variations of Yealink phones, features/price/size**

SmartVOIX – Where to?

What would help operators and supervisors?

- **Fix linking multiple bookings on same call? Does it matter?**

- **[F2] screen pop with current caller's id while still on a call?**

- **Jump back to view details of an earlier call?**

  o **How far back? Minutes? Hours?**

  o **Include collegue's calls?**

  o **Listed chronologically? Show fleet, operator, outcome, callback?**

  o **Show outcomes? IVR / booking added / updated / cancelled?**

- **Show calls the caller made recently in screen pop?**

  o **If yes, what details to show?**

File   Booking   Messaging   Drivers   Operators   Admin   Help

Phone 01 ...   15:36 ACST   smartMOVE

✓ DEMO2

1 Dashboard | 2 Search | 3 Dispatch | 4 Messages | 5 Alerts | 6 Managed | **7 Calls**

Job ...

Time	Fleet	Queue	Operator	CID	Caller Name	Outcome	
15:36	Adelaide Taxis	Booking(1000)	Jack 101	0411112222	Bob Smith	new #123556	Call
15:34	Sydney Taxis	Booking(1000)	102	0411117777	Jen Brown	~~del #981236~~	Call
15:33	Melbourne Taxis	Melbourne Taxis(1078)	222	hidden		new #2381236	Call
15:31	Sydney Taxis			0411117777	Jen Brown	IVR new #981236	Call
15:25	Sydney Taxis	Booking (1000)		0411117777	Jen Brown	abandon 2m45s	Call

Z...
A...
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O...

Booking | Updates | History | Remarks

Client
Name: Acc/Sub:
Phone: Ref:

Vehicle
Pass #:   Driver: Vehicle:

Priority: Release: min ☐ Auto Disp ☐ No Loc Timed: ★ 0   Alert:

Type	Address	Date	Time	Pass #	Name	Phone	Driver Info

Vehicle Status

Veh #	Rego	Pass	Driver	Status	Zone	Pos	Pickup	Plot	Mob	Display Name	Phone	Reward Stars

Filter: [   ] ☐ Hide NC ☐ Hide Logged-Out Attribute match: Any ▼

☐ 1. All   ☐ 2. Sedan   ☐ 3. Wagon   ☐ 4. Access pass   ☐ 5. WAT   ☐ 6. Maxi
☐ c. Capsule ☐ v. Vaccinated

F2 New Booking   F3 Messaging   F4 Alerts   **Vac 0, Bkd 0, Eng 0, Un 0, Oth 0PANIC 0**

QUESTIONS / IDEAS ?

www.smartmovesystems.com