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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

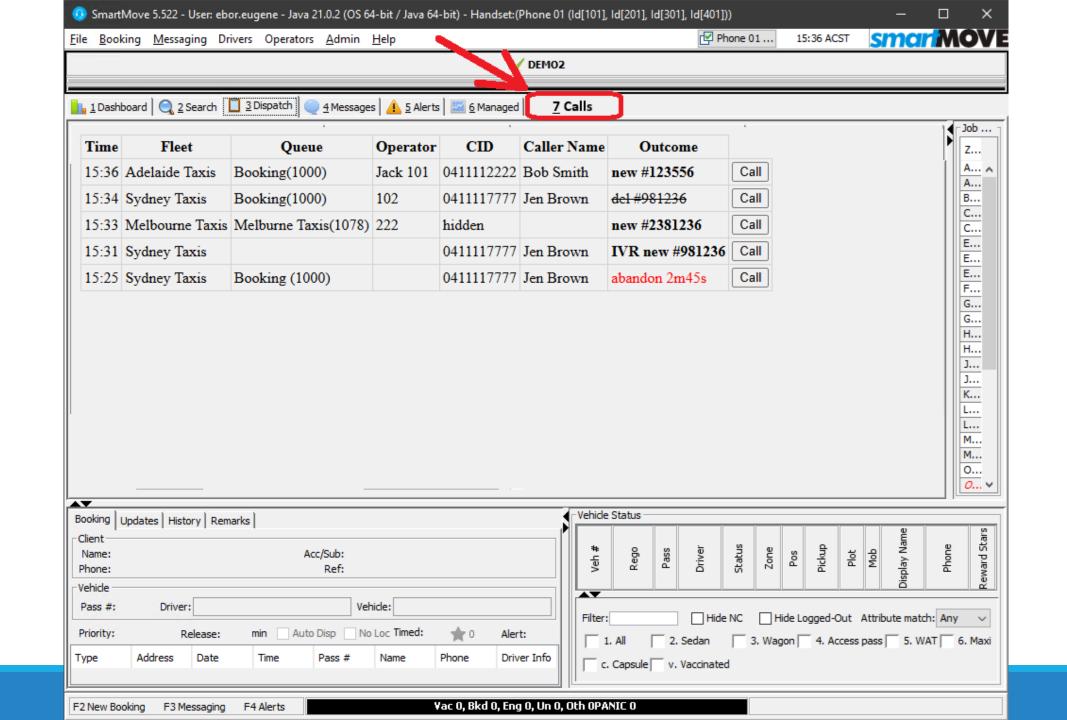
SmartVOIX - Remote Workers

- 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?
 - Include collegue's calls?
 - Listed chronologically? Show fleet, operator, outcome, callback?
 - Show outcomes? IVR / booking added / updated / cancelled?
- Show calls the caller made recently in screen pop?
 - o If yes, what details to show?



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QUESTIONS / IDEAS ?

www.smartmovesystems.com