

CALL CENTER, BOOKING AND DISPATCH

TRANSPORTATION ENTERPRISES

TAXI ON DEMAND DISPATCH

STANDING AND MULTIPLE ORDERS

LIMOUSINES DISPATCH

WEB AND APP BOOKING INTERFACE



INTRODUCTION

The Call Center, Booking App, and Automatic Dispatch systems are the foundation parts of IT Curves software. The booking of trips can be completed via our powerful call center software, or simply by using our effective booking app downloaded from iTunes or the Google Play Store onto the customer's smart phone. Customers may also use web reservation to book their trips.

Institutions with bulk trips can transmit their trip requests electronically for uploading to our software by using our import utility. The IT Curves auto dispatch uses multiple dispatch policies including first in zone, nearest cab, co-located stand or a hybrid of these techniques.



CALL CENTER FEATURES

Our call center provides many features to ease the call takers' tasks.

- IT Curves' integrated Telephony uses caller ID to find the customers' previous trip records.
- The pickup address is verified with the GPS Microsoft MapPoint, and the position is saved for accurate dispatch.
- Company-specific points of interest can be saved for quick reference.
- Optional drop-off locations may be entered to show the routes on the map and cost estimates for trips.
- The call center can book for return or multi-leg trips, and for a specific driver or vehicle.
- Scheduled or standing multiple trips for selected days of the week or between given dates can be booked easily.

DISPATCH SYSTEM FEATURES

Our intelligent automated dispatch system is a powerful system offering features including:

- Multiple auto dispatches may run on multiple machines providing unlimited growth.
- Policies may be set to dispatch based on drivers' ranking, distance to pickup location, or a hybrid of both.
- The co-located stand policy is designed for calls from hotels that go to taxis in line at the hotel stand.
- The dispatch system gives advantage to scheduled and high priority calls.
- Trips that cannot be processed automatically are red-flagged for manager attention.
- Trips in far zones or at busy times that are to be dispatched will be placed on a wall visible to all taxis for self dispatch.



FEATURE-RICH CALL CENTER

- Verifies the addresses and shows them on the map.
- Estimates the trip cost using your company's taxi or limo rates.
- Creates alarms for trips entered outside the area or too long.
- Allows for return trips, will-calls, and multi-leg trips.
- Shows the customers' trip history for cancellation, no-shows and payments.



POINTS OF INTEREST (POI)

- The customer may set his own points of interest and categorize them; entering a short key for POI will fill the pickup or drop address.
- POIs may be used for airports, government and institutional buildings, and frequently used addresses in the serving area.
- POIs are retrieved by selecting the category then the name.



STANDING AND MULTI-ORDERS

- The system allows a customer to enter standing orders for sometime in the future.
- The standing orders will come to the dispatch area automatically as they near their due times.
- Standing and multi-orders allow entering repeat orders by selecting days of the week, specific times for each day, and the destination.



DISPATCH POLICIES

- The system allows for a hybrid of stand-rank, zone-rank, and distance from pickup dispatch policies.
- The system allows for bid then dispatch or direct dispatch to the most qualified cab.
- The dispatch policy may be set differently for small urban zones or large rural areas.



LIVE MAP AND PLAYBACK

- The system keeps track of vehicle movement and status at all times and presents the location and status of the vehicles on a map.
- The dispatch dashboard shows the process of dispatching, list of qualified vehicles, the bids, and the selection for each trip.
- The system allows the user to select a time window in the past, an area of the map, and one or more vehicles to be played back on the map. The playback shows the track of each vehicle in any selected time and area, with their recorded speed and status.

