

Cabmate



The Cabmate Call Center System is an Enterprise class software application built upon the powerful SCO UNIX Operating System, and leveraging the power of the Caché database to manage your fleet vehicle dispatch requirements.

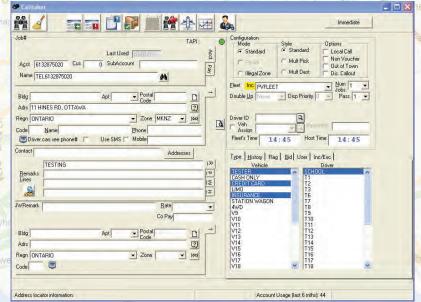
Calltakers, Dispatchers and Supervisors use Microsoft Windows client applications to drive the system.

Cabmate is used by fleets ranging in size from 200 vehicles to more than 2,500 vehicles.

Cabmate is deployed with Mobile Data Terminals installedin your vehicles or Google Android Smartphones/Tablets. Wireless communications are achieved via conventional Private Mobile Radio ("PMR") systems or Public Data Networks (3G/4G).

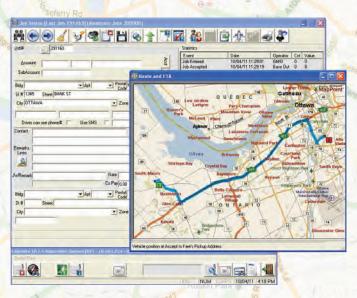
Cabmate is ideally suited to operators managing multiple fleets within a single service area or in different cities.

London

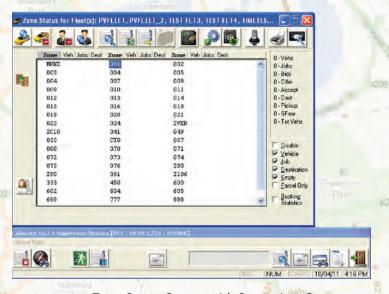


Cabmate automates the call center function improving accuracy & efficiency, allowing you to increase your business capacity without adding another vehicle to the road.

Calltaker Screen

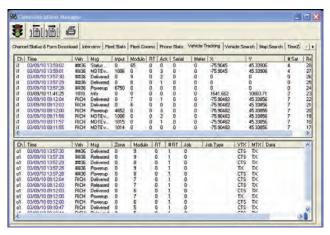


Job Status Screen with Route & ETA

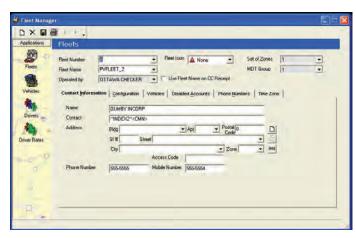


Zone Status Screen with Supervisor Queues

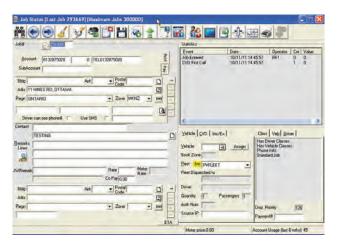
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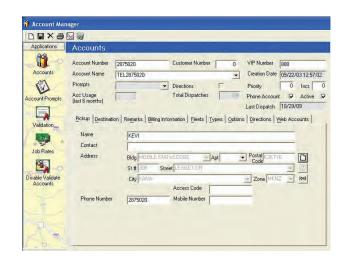
Communications Manager Screen



Fleet Manager Screen



GPS Job Status Screen



Account Manager Screen

Cabmate Modules

CTI / TAPI

The CTI/TAPI feature allows Passenger information for existing customers to be instantly displayed when the Calltaker picks up the phone.

Credit Card Processing

The Credit Card Processing feature facilitates credit and debit card transactions providing maximum payment flexibility to your Passengers and safety for your Drivers.

Auto Callout Service

The Auto Callout feature allows your Drivers to notify Passengers that they are out front so that the Driver can remain in the safety and comfort of the vehicle until the Passenger is ready.

Driver Directions

The Driver Directions feature allows your Drivers to request text-based turn-by-turn directions from their current GPS position to an assigned pick-up or destination address (provided destination address was provided at time of reservation).

Tracking Station

The Tracking Station feature allows you to plot the locations of your vehicles on a mapping station, providing a birds-eye view of your service area. Vehicle location data can be stored for up to 365 days with the Tracking Station Server extension available with 15 and 30 user licenses.

Fleet Separation

The Fleet Separation feature provides multi-fleet and multi-dispatch functionality, allowing you to capitalize upon your investment by providing Dispatch Services to other fleets.

Text Back Feature

The Cabmate outbound SMS/Text Messaging feature provides two primary functions: SMS vehicle ID & pickup address to Passenger on fare acceptance by Driver, and SMS vehicle out front message to Passenger when Driver presses MDT callout softkey.