

INTERACTIVE VOICE SYSTEM FOR TRIP BOOKING (FOR TRIPSPARK NOTIFICATIONS)

TRIP BOOKING is a feature within the Notifications product that allows passengers to conveniently manage their trips over the phone without speaking to a customer services assistant. Users can book, cancel and review trips via interactive voice response (IVR) or touch-tone. When a trip is booked or cancelled through Notifications, this inbound information is automatically sent to the back-office scheduler, reducing the administrative workload.

“ONE-CALL” TRIP MANAGEMENT

Give users the ability to review, cancel and book trips by calling a single phone number. Enable users to manage their trips without assistance, reducing the demand on administrative and call center staff.

SIMPLE TO USE

Users can easily book trips to frequently visited addresses by stating pick-up and drop-off locations such as “Home”, “Work” or the name of their Doctor. Users can state either their pick up or drop off time, and the application will schedule the trip accordingly. After each selection is made, the application asks users to confirm that the information has been captured correctly, reducing the chance of booking errors.



1 Make a phone call

2 Call reaches Trip Booking for Notifications



3 Review, cancel or book a trip

Complete!

ACCESSIBLE

Accessed over the telephone, Notifications can be used by passengers that lack internet or are uncomfortable using online portals. Because Notifications is fully automated, users can conveniently manage their trips at any time of day.

SECURE

Users must correctly enter both their Client ID and Password before they are able to access the Inbound Notifications user menu. This prevents unauthorized access to clients Protected Health Information.

ACCURATE SPEECH RECOGNITION

Notifications with Trip Booking features a powerful speech recognition engine. Passengers can speak naturally as if they were talking to a live customer services assistant, and the recognition engine will understand the booking details. For example, the engine accurately interprets the meaning of “the day after tomorrow” or “2 in the afternoon.”

DO MORE WITH OUTBOUND NOTIFICATIONS

Trip management is just one part of TripSpark’s fully-functional Notifications system. Use Notifications to send passengers advance trip reminders and real-time arrival updates via SMS text message, email or IVR. After receiving their reminder, passengers are prompted to confirm or cancel the trip. Outbound functions can reduce late cancellations and no-shows, reduce driver wait time and improve the passenger experience.