

PASSENGER NOTIFICATIONS: REMINDERS, CONFIRMATIONS & IMMINENT ARRIVALS

The new TRIPSPARK NOTIFICATIONS SYSTEM is a must have critical tool that takes rider engagement to the next level and dramatically improves member experience and lowers call center costs. Cloud-based and entirely accessible, passengers are given up-to-the minute notifications to enhance their total transportation experience. Members can also call or text in to receive scheduled trip information. TripSpark Notifications provides the same capacity and benefits as more weighty and expensive systems, but it is an easy add on for transportation operations. From the vehicle to the notification system, to the devices of members at home, your members stays connected.

HERE'S HOW IT WORKS FOR YOU

- **Reduced no-shows.** This translates into cost savings
- **Reduced driver wait times.** Less wait means more pickups, which leads to more revenue
- **Relief to the call center.** Members get answers without talking to a call taker
- **Fewer complaints.** Members know their ETA, leading to improved customer service
- **Relieves IT work.** No complicated and costly phone integration or client-side server set-up

HERE'S HOW IT WORKS FOR YOUR MEMBERS

- **Automated outbound notifications.** To confirm or cancel a trip, members press a button at the end of a message
- **SMS, email and phone.** TripSpark Notifications can send out alerts and reminders via these popular media
- **Automated inbound services.** Members can cancel trips or view pending trips
- **Ready to go.** Notifications sent the day before and again moments before. Available in multiple languages

WHY IT'S A PERFECT FIT

- **Fast to implement.** No installation of new telephone lines or client-side server
- **Easy to maintain.** Software updates automatically and cloud hosting reduces IT involvement
- **Simple Configuration.** Friendly UI allows operators to configure unique notifications with ease
- **Affordable power.** Low overhead costs and immediate revenue savings

