## NOTIFICATIONS

# PASSENGER NOTIFICATIONS: REMINDERS, CONFIRMATIONS & IMMINENT ARRIVALS

TripSpark's Notification system provides members up-to-the minute notifications of their trip details the day before and upon imminent arrival to improve on-time performance and to enhance members total transportation experience. Members can call in or text to receive scheduled trip information. TripSpark Notifications is an easy add-on for transportation operations.

### FEATURES:

- Automated outbound day before trip reminders
- Configurable options to allow members the ability to confirm/cancel trips
- Real-time imminent arrival notifications via email, phone call or text message
- Various notification methods available based on members' demographic; text message, email and phone call available
- Easily managed on a per client basis

### HOW IT WORKS:

- **Automated outbound notifications;** confirm or cancel a trip, members press a button at the end of a message. Notifications sent the day before and again moments before. Available in multiple languages
- **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

### BENEFITS:

#### Improved Customer Service:

- **Fewer complaints. Members know their ETA, leading to improved customer service**
- **Improved on-time performance**
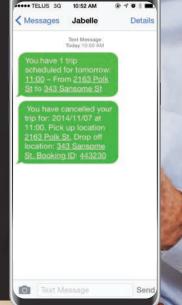- **Available system wide emergency messaging**

#### Reduce Costs:

- **Reduce no-shows.**
- **Reduced driver wait times.** Less wait means more pickups, increasing revenue
- **Relief to the call center**
- **Relieves IT work.** No complicated and costly phone integration or client-side server setup

#### Easy to Deploy:

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

TELUS 3G    10:52 AM

‹ Messages    **Jabelle**    Details

Text Message
Today 10:50 AM

You have 1 trip scheduled for tomorrow: 11:00 – From 2163 Polk St to 343 Sansome St

You have cancelled your trip for: 2014/11/07 at 11:00. Pick up location 2163 Polk St, Drop off location: 343 Sansome St. Booking ID: 443230

Text Message    Send

🌐 **www.tripspark.com** | ✉ **info@tripspark.com**

**TripSpark**