

CALL CENTER AND DISPATCH

TRANSPORTATION ENTERPRISES

TAXI ON DEMAND DISPATCH

STANDING AND MULTIPLE ORDERS

LIMOUSINE DISPATCH

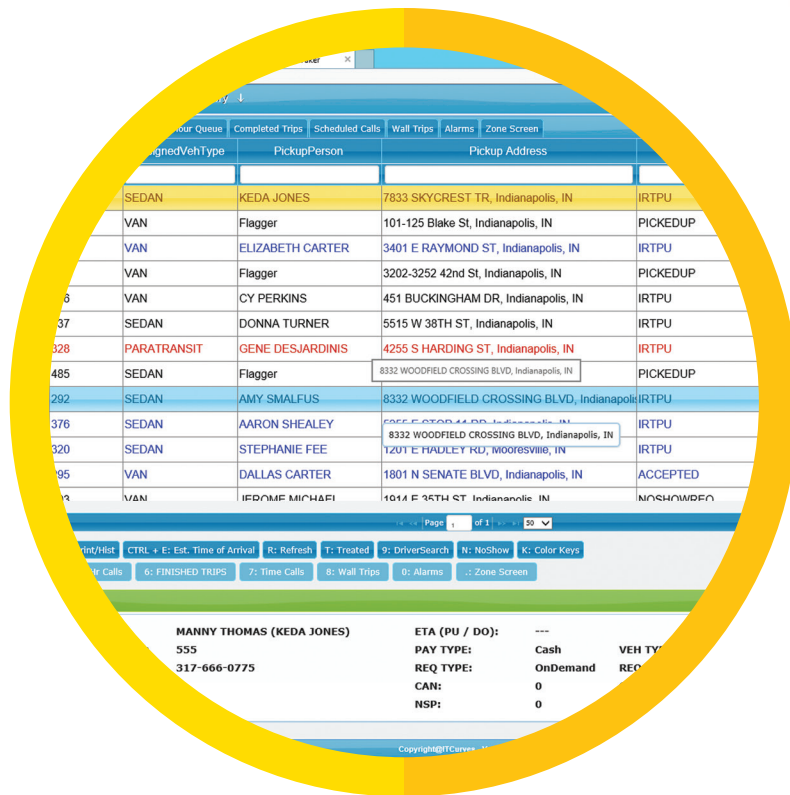
WEB AND APP BOOKING INTERFACE



INTRODUCTION

The Call Center and Automatic Dispatch modules, designed to create efficiency for the most critical components of the transportation industry, are the foundations of IT Curves' software solution. The booking of trips can be completed through our powerful call center software. IT Curves' software solution also offers the MARS booking application as an add-on. The booking app is available to customers from iTunes and the Google Play Store for their smart phones. Customers may also use Web Reservation to book their trips. Our software also allows the insertion of bulk trips through the import file utility.

IT Curves' Auto Dispatch uses multiple dispatch methods including first-in-zone, nearest cab, co-located stand or a hybrid of these methods, which ensures minimal wait times for customers and enhanced efficiency for your business.



CALL CENTER FEATURES

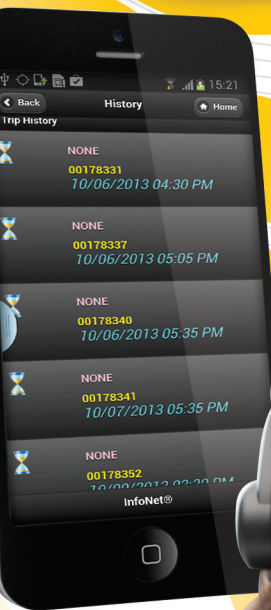
Our call center provides many features to ease the call takers' tasks:

- IT Curves' integrated telephony uses caller ID to find the customers' previous trip records
- The pickup address is verified using map controls and look-up address, and the location is saved for accurate dispatch
- Company-specific points of interest can be saved for quick reference
- Drop-off location is optional at time of reservation and enables map to calculate cost estimates for trips if provided
- The call center can book returns or multi-leg trips, with or without specific driver or vehicle assignments
- Trips can be scheduled as one time or recurring for selected times and days of the week over a given period

DISPATCH SYSTEM FEATURES

Our intelligent Automated Dispatch process is a powerful system offering the following features:

- Multiple auto dispatches can run on multiple machines, allowing unlimited growth
- Software allows dispatch determination based on driver ranking, distance to pickup location, or 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 higher priority to scheduled and high priority calls
- Trips that cannot be processed due to high call volume and vehicle unavailability are automatically flagged for manager attention
- Trips in distant zones or at busy times are placed on a "wall" so that drivers may do the job selection themselves.



FEATURE-RICH CALL CENTER

- Verifies the addresses and shows them on the map.
- Trip estimation is controlled by the company's predefined rates
- Creates alarms for trips outside a defined area or travel time is too long
- Allows for return trips, will-calls, and multi-leg trips.
- Records the customers' history of trips, cancellations, no-shows, and payments



POINTS OF INTEREST (POI)

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



STANDING AND MULTI-ORDERS

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



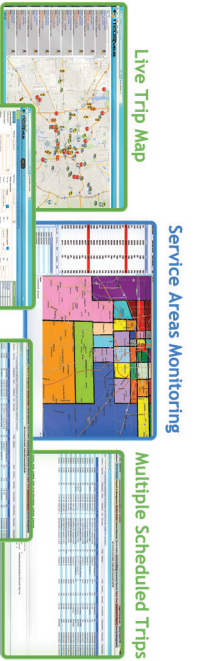
DISPATCH POLICIES

- The system may work off hybrid dispatch policies which may be a combination of stand rank, zone rank, and distance from pickup.
- The system allows for either a bidding process or direct dispatch to the most qualified cab.
- The dispatch rules may be set differently for small urban zones and large rural areas.



LIVE MAP AND PLAYBACK

- The system keeps track of vehicle movement and status at all times and displays the location and status of all vehicles on a map.
- During the dispatch process, a dashboard shows the list of qualified vehicles, the bids, and the selection for each trip.
- The system allows the user to review all dispatches for a given time window in the past, an area of the map, and one or more vehicles by simply selecting them and seeing playback.
- The playback shows the track of each vehicle in any selected time and area, with their recorded speed and status.



Live Trip Map

Service Areas Monitoring

Multiple Scheduled Trips

Pops Up Previous Trips
Simple Trip Entry User Polls

IT Curves Field Engineer

- System Setup
- Parameter Settings



Setup

- Per Zone Settings
- Timers & Constants
- Data Columns

Call Center



Load & Verify

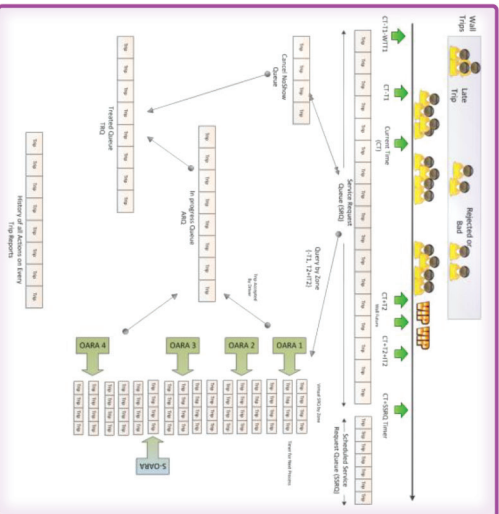
DATA VERIFY

Electronic Service Request

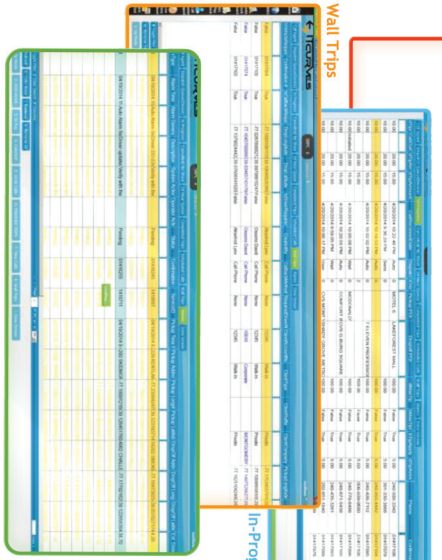


MARS

Automated Dispatch



Auto OARA Screen



Wall Trips

In-Progress Trips Display

Alarm Display



INTEGRATED MANAGEMENT SOLUTIONS

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