

Cab Service Solution

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1. Introduction





- Developed by Filament Technologies Pvt. Ltd. to modernize cab service operations
- Combines booking, dispatch, and customer engagement into a unified communication platform
- Integrates predictive dialing, CRM, WhatsApp, SMS, and real-time dashboards
- Eliminates manual processes and fragmented tools to improve speed and accuracy
- Empowers cab providers to deliver consistent, high-quality service across
- all customer touchpoints



Key Objectives

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-  Strengthen customer acquisition & retention
-  Improve operational efficiency
-  Ensure timely commitments
-  Maximize driver productivity

-  **Strengthen Customer Acquisition & Retention –**
Engage customers with confirmations, offers, and loyalty programs
-  **Improve Operational Efficiency –**
Automate reminders, call logging, and reporting to reduce manual effort
-  **Ensure Timely Commitments –**
Deliver punctual bookings, driver assignments, and feedback calls with automated alerts
-  **Maximize Driver Productivity –**
Empower drivers with real-time data, predictive dialing, and CRM integration

2. Industry Context



Evolving Customer Expectations

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- Instant booking confirmations and real-time driver updates
- Transparent fare estimates and service timelines
- Fast complaint resolution with clear accountability
- Multi-channel access via calls, SMS, WhatsApp, and web portal

Key Business Challenges

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- Manual dispatching leads to delays and inefficiencies
- Missed calls and poor follow-up risk customer loss
- Fragmented systems hinder tracking and personalization
- Difficulty scaling operations across high-volume demand

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Filament Technologies Pvt. Ltd. – The Answer

- Skill-based routing and predictive dialer for faster response
- CRM integration for complete customer and driver visibility
- Unified communication across IVR, SMS, WhatsApp, and voice
- Real-time dashboards and automated reporting for performance control

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Strategic Impact

- Reliable, efficient, and customer-centric cab operations
- Stronger customer loyalty through proactive engagement
- Competitive edge with faster, smarter dispatching
- Scalable platform ready for growth and multi-location expansion

3. Booking & Dispatch Module



1. Booking Channels:

- Customers can book via IVR, SMS, WhatsApp, or web portal
- Multi-channel access ensures convenience and flexibility
- Real-time booking confirmation with CRM integration



2. Dispatch Intelligence:

- Skill-based routing assigns the right driver based on location and service type
- Instant driver identification and automated dispatch
- Fair workload distribution across available drivers



3. Operational Efficiency:

- Live dashboards track booking status and driver availability
- Automated alerts reduce missed bookings and delays
- Seamless coordination between booking agents and field drivers

4. Driver Registration & Routing

Efficient driver registration and intelligent routing are critical to delivering timely, reliable cab services. This module ensures every driver is onboarded securely, assigned rides based on location and skill, and monitored for performance and availability. By integrating real-time tracking, CRM visibility, and automated scheduling, Filament Technologies empowers cab providers to scale operations while maintaining service quality.

- **Driver Onboarding**

1. Unique login credentials for each driver
2. Centralized registration linked to HR or fleet systems
3. Verification of license, ID, and service eligibility

- **Smart Routing Logic**

1. Real-time location tracking for efficient dispatch
2. Route optimization based on traffic and service type
3. Skill-based assignment for premium or specialized rides

- **Performance & Availability**

1. Live dashboards showing driver status and availability
2. Automated shift scheduling and workload balancing
3. Feedback integration for service quality tracking

Routing



**Driver
Onboarding**

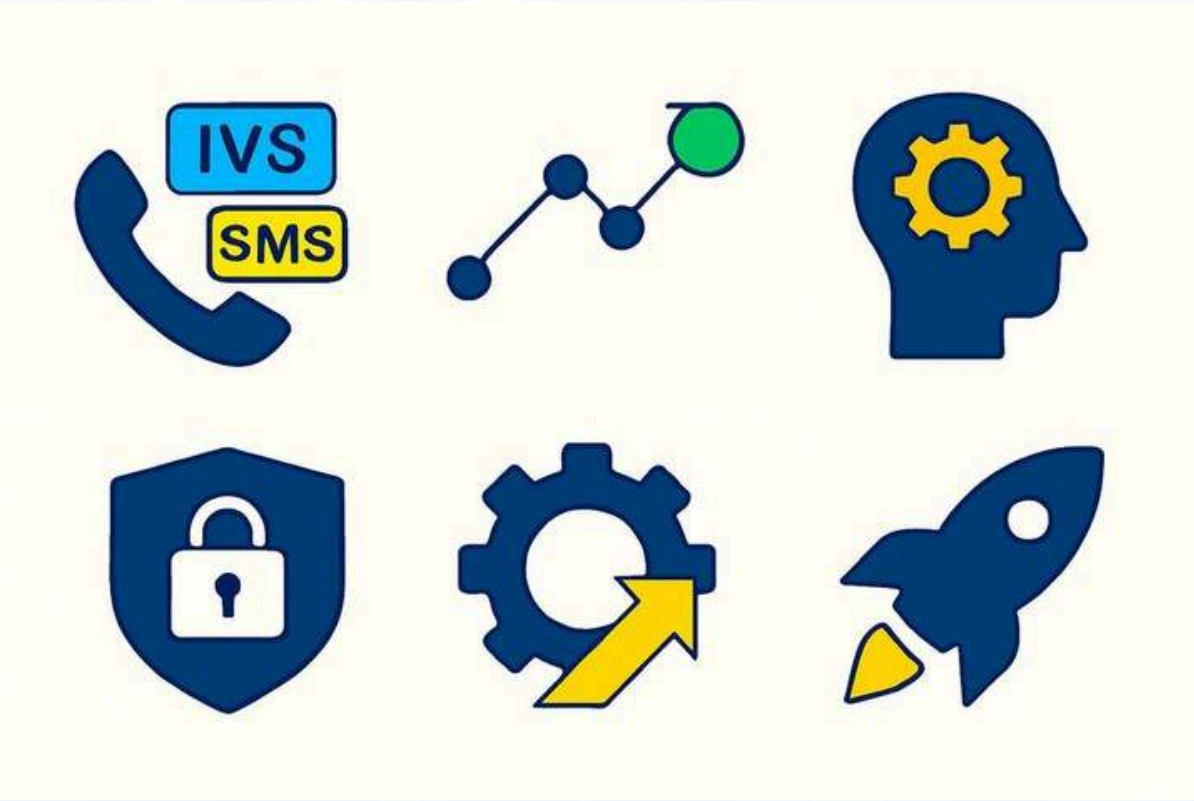


**Smart
Routing Logic**



**Performance
& Availability**

5. Customer Communication Channels



1. Customer-Centric Engagement

- Booking, updates, and support via IVR, SMS, WhatsApp, and email
- Transparent ride status and quick complaint resolution
- Consistent experience across all communication channels

2. Inbound & Outbound Optimization

- Smart IVR and skill-based routing for inbound ride inquiries
- Predictive dialing and CRM-driven follow-ups for outbound campaigns
- Real-time queue and campaign tracking for dispatch and support

Technology-Driven Operations

- Unified dashboard for multi-channel cab service interaction
- CRM integration for complete customer and driver visibility
- Advanced analytics for service performance and customer satisfaction

Driver & Agent Lifecycle Management

- Secure onboarding with unique credentials and multi-factor authentication
- Role-based access for Admin, Dispatcher, Driver
- Integrated performance tracking and HR sync

Scalability & Efficiency

- Flexible architecture to handle high booking volumes
- Automated workflows and scheduled callbacks for missed rides
- Easy onboarding of drivers and dispatch agents

Strategic Business Impact

- Improved customer satisfaction and loyalty through proactive communication
- Reduced operational costs and data fragmentation
- Competitive edge with consistent, tech-enabled service delivery

6. Missed Call & Voice Mail Handling

In cab services, missed calls and unattended voice mails directly affect customer trust and booking reliability. By combining automated call capture, integrated voice mail handling, and proactive follow-up, Alliance Telecom Solutions Pvt.Ltd ensures no customer request is overlooked. This module strengthens customer satisfaction, reduces service gaps, and empowers dispatch teams with actionable insights and real-time visibility.

1. Automated Call Capture

- Every missed call is automatically logged in the CRM Caller ID and time stamp recorded
- for tracking Categorization of calls (new booking, complaint, inquiry) Alerts sent instantly to dispatch agents
- Callback scheduling integrated with driver availability
- Priority tagging for urgent or repeat callers
- Analytics dashboard to monitor missed call trends
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2. Voice Mail Integration

- Voice mails captured and stored securely in the system
- Automatic transcription linked to customer profiles
- Categorization by keywords (ride request, complaint, feedback)
- Notifications sent to agents for immediate action
- Playback option available in CRM for quality review
- Integration with SMS/WhatsApp for customer acknowledgment
- Reporting on resolution time for voice mail cases

3. Quick Response & Follow-Up

- Automated callback scheduling within defined SLA timelines
- Dispatch agents receive reminders for pending callbacks
- Escalation workflows for unresolved missed calls
- Personalized follow-up messages via SMS/WhatsApp/email
- Real-time monitoring of callback completion rates
- Customer satisfaction surveys triggered after resolution
- Continuous improvement through feedback loop and analytics

7. Real-Time Monitoring & Reporting

In cab services, real-time monitoring and reporting are essential to ensure operational efficiency, customer satisfaction, and driver accountability. By leveraging live dashboards, automated alerts, and integrated analytics, Filament Technologies Pvt. Ltd. empowers cab providers to track performance, resolve issues instantly, and make data-driven decisions that enhance service quality and scalability.

1. 📊 Live Dashboards & Tracking

- Real-time visibility of bookings, dispatches, and driver status
- GPS-based tracking of rides for accurate ETAs
- Queue monitoring for inbound customer requests
- Instant updates on cancellations and delays



2. 🔔 Automated Alerts & Notifications

- Alerts for missed bookings or delayed dispatches
- Notifications for driver inactivity or route deviations
- Escalation triggers for unresolved customer complaints
- SMS/WhatsApp updates sent to customers for transparency



3. 📈 Analytics & Performance Reporting

- Detailed reports on driver productivity and ride completion rates
- Customer satisfaction metrics integrated into dashboards
- Trend analysis for peak demand and resource allocation
- Exportable reports for management decision-making

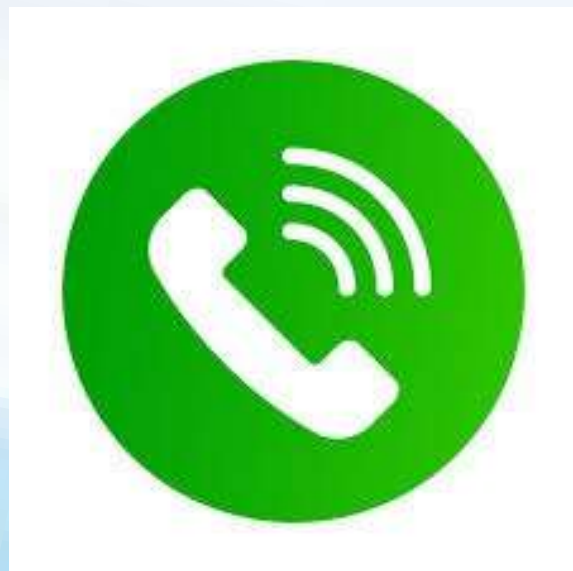


8. ACD Skill-Based Routing

In cab services, routing customer calls and ride requests to the right resource is critical for speed, accuracy, and satisfaction. Filament Technologies uses ACD (Automatic Call Distribution) with skill-based logic to ensure every inquiry reaches the most qualified dispatcher or driver. This reduces wait times, improves ride quality, and streamlines operations across booking, support, and escalation workflows.

1. Intelligent Call Distribution

- Routes calls based on service type (booking, complaint, inquiry)
- Matches customer to best-fit agent or dispatcher
- Prioritizes VIP or repeat callers automatically
- Reduces wait time and improves first-call resolution



2. Driver Skill Matching

- Assigns rides based on driver expertise (premium, local, long-distance)
- Filters drivers by license type or vehicle category
- Balances workload across available drivers
- Improves ride quality and customer satisfaction



3. Dispatcher Role Optimization

- Dispatchers receive only relevant call types
- Role-based dashboards for booking, routing, or escalation
- Reduces multitasking overload and confusion
- Enhances operational clarity and speed



4. Performance Monitoring & Feedback

- Tracks resolution time and routing accuracy
- Flags misrouted or dropped calls for review
- Integrates feedback into agent and driver profiles
- Supports continuous improvement and training



9. DID Assignment for Corporate Clients



1. Dedicated Number Allocation

- Assign unique DID numbers per corporate client
- Supports multiple departments or branches
- Enables direct routing to client-specific dispatch teams
- Simplifies call tracking and reporting



2. Custom Routing Configuration

- Route calls based on client preferences (IVR, direct agent, priority queue)
- Time-based routing for business hours and after-hours
- Skill-based routing for premium or VIP clients
- Failover routing for backup teams or overflow



3. Reporting & Analytics

- Track call volume per client and department
- Monitor resolution time and missed call rates
- Exportable reports for client review and billing
- Dashboard view for internal performance tracking



4. Security & Access Control

- Role-based access for client-specific dashboards
- Secure login for client managers and dispatchers
- Data segregation between corporate accounts
- Audit logs for call handling and routing changes

10. Login & Role-Based Access

In cab service operations, secure login and role-based access are essential for protecting customer data, streamlining workflows, and maintaining accountability. Filament Technologies ensures that every user — from admin to driver — accesses only what they need, with multi-level authentication and tailored dashboards that support operational clarity and compliance.

1. Role Definition & Segmentation

- Admin, Dispatcher, Driver, and Support roles clearly defined
- Each role mapped to specific system functions
- Prevents unauthorized access to sensitive data
- Enables focused workflows for each user type
- Supports scalable team structures across locations
- Role-based dashboards for task-specific visibility
- Easy updates to roles as operations evolve

2. Secure Login & Authentication

- Unique login credentials for every user
- Multi-factor authentication (MFA) for added security
- Password strength enforcement and expiry policies
- Login activity tracking and alerts for anomalies
- IP-based access restrictions for sensitive roles
- Session timeout and auto-logout features
- Integration with corporate SSO if required

3. Access Control & Monitoring

- Granular permission settings for data and features
- Audit logs for every login and action taken
- Real-time monitoring of access patterns
- Temporary access for contractors or support staff
- Restricted access to financial or customer data
- Alerts for unauthorized access attempts
- Compliance-ready reporting for internal audits
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11. Customer Interaction Flow

In cab services, a smooth customer interaction flow ensures that every booking, query, and feedback is handled efficiently. Filaments Technologies designs a streamlined process that connects customers seamlessly with booking channels, dispatchers, drivers, and support teams. This flow reduces delays, enhances transparency, and builds trust through consistent communication.

📞 1. Booking & Initial Contact

- Customers book via IVR, SMS, WhatsApp, or app
- Automated confirmation sent instantly
- Ride details shared with customer in real time
- Queries routed to the right support agent



🚗 2. Dispatch & Driver Assignment

- Smart routing logic matches driver to request
- Location-based assignment for faster pickups
- Driver receives ride details on secure login
- Priority handling for VIP or corporate clients



🌍 3. Ride Tracking & Updates

- GPS-based tracking for accurate ETAs
- Real-time updates on driver location
- Notifications for delays or route changes
- Transparent communication through app or SMS

📊 4. Feedback & Post-Ride Support

- Customers share ratings and comments after rides
- Complaints logged directly into CRM system
- Automated follow-up for unresolved issues
- Analytics used to improve service quality

12. Feedback & Complaint Resolution



1. Multi-Channel Feedback Collection

- Customers can submit feedback via app, SMS, WhatsApp, or email
- Post-ride rating prompts triggered automatically
- Complaint forms available in booking interface
- Voice feedback supported via IVR
- Feedback linked to ride ID and driver profile
- Anonymous feedback option for sensitive issues



2. Complaint Logging & Routing

- Every complaint logged into CRM with timestamp
- Categorized by issue type (driver, delay, fare, behavior)
- Auto-routing to relevant support or dispatch team
- Priority tagging for urgent or repeat complaints
- SLA timers activated for resolution tracking
- Escalation workflows for unresolved cases



3. Resolution & Service Improvement

- Agents respond via preferred customer channel
- Resolution status updated in CRM and customer app
- Feedback loop integrated into driver performance
- Repeat issues flagged for training or review
- Monthly reports shared with management
- Trends analyzed to improve service quality
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13. Lead Referral, Upselling & Analytics

In cab services, maximizing customer value goes beyond just ride fulfillment. Alliance Telecom Solutions Pvt.Ltd enables cab providers to tap into referral networks, upsell premium services, and analyze customer behavior to drive growth. This module empowers teams to convert everyday interactions into strategic opportunities — boosting revenue, loyalty, and operational insight.

1. Lead Referral & Conversion

- Customers can refer others via app, SMS, or WhatsApp
- Referral codes linked to both sender and receiver accounts
- Incentives triggered upon successful ride completion
- Corporate clients can refer bulk users with custom tracking
- Dispatch agents can log verbal referrals during calls
- CRM flags high-potential leads for follow-up
- Reports track referral source, conversion rate, and ROI



Lead Referral
& Conversion

2. Upselling & Behavioral Analytics

- Premium ride options shown during booking flow
- AI suggests upgrades based on ride history and location
- Corporate clients offered bundled ride packages
- Drivers prompted to offer add-ons (Wi-Fi, priority pickup)
- Feedback used to refine upsell strategies
- Analytics dashboard tracks upsell success by region and time
- Customer segmentation supports targeted campaigns



Upselling &
Behavioral Analytics

14. Closing Note



The cab service process designed by Alliance Telecom Solutions Pvt.Ltd. ensures seamless coordination, customer satisfaction, and operational clarity. Each module is crafted to deliver speed, accuracy, and branded excellence across every interaction.

1. 📞 Booking & Initial Contact – Multi-channel booking with instant confirmation
2. 🚗 Dispatch & Driver Assignment – Smart routing and skill-based driver match
3. 🌍 Ride Tracking & Updates – Real-time GPS tracking and notifications
4. 📊 Feedback & Complaint Resolution – Structured logging and SLA-based resolution
5. 🔒 Login & Role-Based Access – Secure, segmented access for all user roles
6. 📣 Lead Referral & Conversion – Incentivized referrals and CRM tracking
7. 📁 Upselling & Behavioral Analytics – Premium ride upgrades and customer insights
8. 📞 Missed Call & Voice Mail Handling – Automated capture and callback workflows
9. 📊 Real-Time Monitoring & Reporting – Live dashboards and performance analytics
10. 🎯 ACD Skill-Based Routing – Intelligent call and dispatch routing by role and skill

This cab service process is built to scale with your operations, adapt to customer needs, and deliver consistent service quality. From booking to post-ride feedback, every touchpoint is optimized for speed, clarity, and branded engagement — empowering teams and delighting customers.