



VISUAL EDGE IT

CASE STUDY | TAXI SERVICE PROVIDER

VERTICAL

Transportation

SOLUTION

VoIP

THE CUSTOMER

The customer is a community taxi service provider with a dozen cars and fifteen employees. Most employees are drivers. The office is staffed 24/7 by two dispatchers per shift and the owner during business hours.

THE SITUATION

The taxi service provider utilizes free Google Voice phone numbers which are forwarded to any one of three separate cell phones. The taxi service often experiences lost calls and customers are often met by a busy signal when trying to reach the business.

THE COLLABORATION

Based on the challenges, we proposed that the company utilize a VoIP cloud-hosted PBX to increase call paths and create a holding cue to eliminate lost calls and frustrating busy signals.

THE OUTCOME

The taxi service provider opted for a three extension VoIP solution with expansion modules for dispatchers to easily see all incoming calls and managed the call volume in the expeditious manner.

They were able to delete the Google Voice numbers and port their cell phone numbers to the new phone system. This eliminated cell phone costs as well as the lost calls and busy signals, thereby enhancing the customer experience.

We were able to integrate the phone system with the company's taxi scheduling software which increased efficiency by allowing the company to easily identify return customers and populate their scheduling history for booking.

ADDING AN
EXPANSION
MODULE
HELPED THE
DISPATCH
TEAM!

→ RELATED CONSIDERATIONS

75%

SAVINGS.

Research indicates that businesses can save up to 75% when switching to Voice over Internet Protocol or VoIP from a traditional landline.

99.99%

UPTIME.

VoIP phone systems are reliable with a proven 99.99 percent uptime (time in which the system is in operation).

90%

MOVE ON.

90% of consumers would consider taking their business elsewhere rather than work with a company using outdated technology.