





# Innovative **Taxi** Platform

Complete **ride booking** and **taxi fleet** management solution

NET Informatika d.o.o.

 +386 (0) 1 7877 023

 +386 (0) 40 844 408

 [info@netcab.eu](mailto:info@netcab.eu)

 [www.netcab.eu](http://www.netcab.eu)

**NetCab** is a complete dispatching solution for small and large taxi fleets. It consists of several modules that cover every aspect of taxi enterprise, from dispatch and call center to taxi vehicle management and passenger orders.

**NetCab** consists of modules that work together as a complete solution:

- Call Center
- Dispatcher
- Map & Tracking
- Management and statistics
- Vehicle terminal
- NetCab Ad Server
- NetCab server
- NetCab services
- Mobile applications
- NetCab VoiceCom communication

## Booking and Dispatch

NetCab Call Center and Dispatcher come in combined or separate module. This way you can select modules according to your need, on as many workstations as required. Dispatching software is based on latest technologies that enable you to add new clients to the database with practically maximum possible speed, which optimizes your workforce and increases the turnover of your dispatching center. NetCab also works from remote locations, making it very easy for dispatchers to work from any given location, including their home.



### CallCenter

»Call Center« is a Windows Desktop based application intended for employees working with customers by phone that helps you optimize your work processes to the maximum. The biggest advantage of NetCab Call Center lies first of all in its speediness, as you can introduce new customers into the database with practically maximal possible speed and secondly because it gives you a completely transparent overview of what is happening in your company.

Another important feature of this application is an integrated SIP client, which allows the dispatcher to use regular headphones with a microphone and by that giving him or her free hands to enter as many clients as possible. Call center includes an integrated dispatching center, where you can add clients automatically as well as manually.

## CallCenter Features

- intuitive UI (user interface)
- integrated VoIP client
- GIS data support
- integrated map
- server side or locally installed maps
- order now function
- order later function
- order taxi by car type
- regular customers support
- contract customers support
- history of customers
- blacklist
- database support
- unlimited number of call center
- clients supported
- integrated SIP client for Vol
- integration of Viber and Twitter bots



## Management and statistics

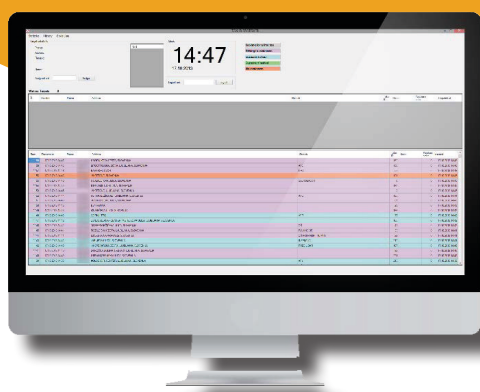
Module »Management and statistics« is a web based administration tool to manage and monitor the functioning of the system, dispatchers, vehicles and customers. Only users with admin rights can gain access to this module. It is possible to change data about drivers and vehicles, blocked vehicles, passwords etc. It provides you with detailed reports on individual vehicles, dispatchers, call center or entire taxi service.

- manage vehicles
- manage drivers
- manage blacklist
- manage returning customers
- manage call center employees
- manage dispatchers
- event history overview
- print reports of call center
- employees activity
- print reports of dispatcher activity
- print reports of driver activity
- call center statistics and statistics by shifts
- average by dispatcher or call center

# Dispatch

»Dispatcher« is a Windows Desktop application intended for dispatchers working with taxi vehicles, in cases where dispatch service is separated from call center users (when a taxi company has a separated dispatcher and a call center service).

All clients entered into a call center database appear in the dispatch center in real time. Dispatcher can manually assign the client to the appropriate taxi vehicle. Once the client is assigned its ID tag moves through the list according to the status (taxi assigned, taxi on the way, client in taxi). Dispatcher module is usually combined with tracking module, running in parallel on the secondary screen.



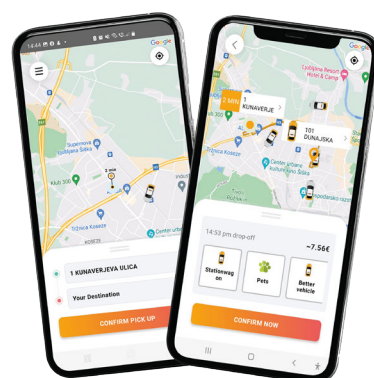
## Dispatcher features

- intuitive UI
- unhandled customers list
- handled customers list
- history of customers
- best suitable taxi
- integrated map
- database support
- unlimited number of dispatchers

# Passenger Experience

## Mobile application

Android or iOS based smart phone application is intended for passengers. It can be downloaded and installed free of charge. Easy-to-use interface makes it possible for passengers to order a taxi in three simple steps.



## Mobile application features

Mobile app features adapt to technology, market and customer requirements. With advanced features, the application achieves the best user experience.

- attractive and intuitive UI
- three steps to order a taxi (allowing application to determine the current position of the customer, address confirmation, order confirmation)
- option to see additional information of ordered service (type and vehicle registration no., estimated time of arrival, monitoring the vehicle on the way, the taxi drivers' name, photo and mobile phone number ...)
- option to book a taxi
- option to calculate the price in beforehand
- option to choose the vehicle type
- option to choose the vehicle for the transport of pets, a vehicle with a child car seat, a vehicle for the transport of disabled persons etc.
- map of closest taxi vehicles nearby in real time
- option to evaluate the provided service

## Automated chats apps booking

Viber bot is a simple way to order a taxi without a need to download a different app. User needs to join a taxi company Viber chat through a link or a QR code, after joining the chat user automatically gets the instruction message describing how to order a ride. To order a ride user simply sends a location message or enter the address. After that chat will ask them to confirm the ride, and try to found a suitable vehicle. Order can be canceled at any time by sending word cancel.

Twitter user needs to follow company Twitter account and send a private message. Message is automatically forwarded to the call center. When a vehicle is assigned, user automatically gets a confirmation message.



## NetCab Kiosk app

NetCab kiosk is a simple, easy to use application that runs on any Android tablet or smartphone. It offers a fast way to ordering a taxi from any stationary location such as hotel reception, airport terminal, restaurant or bar. By simple click on an "Order Taxi" button the system will automatically find a suitable taxi and display the information about arrival time and taxi number. Since NetCab kiosk is fully integrated into NetCab dispatching system it can be configured with all other options the NetCab offers such as priority bookings.



# Driver Application

This intuitive and simple Android based application is installed on terminals mounted inside taxi vehicles

## Vehicle terminal features

- Wi-Fi, GPRS, 4G support
- messaging over IP
- driver log in
- driver sign in and sign out
- accepting customers pickup
- denying customers pickup
- fiscal invoices
- Bluetooth taximeter connection
- cable taximeter connection
- navigation support
- camera support
- commercial messages support
- Wi-Fi for customers
- day and night mode



## Advertising on terminals in taxi vehicles

NetCab Ad Server« is a solution that furthermore increases your company's revenues. Tablets inside the vehicles are an excellent tool to show to the passengers as they are located in their vision field. Such advertising is much more efficient since it is taking advantage of so called captured audience. In addition, the system offers advanced displaying of ads, such as location-triggered and time-triggered ads. Advertising system can be upgraded with additional screens in headrests or with digital display on the roof of the vehicle. Digital advertising is the fastest growing segment in advertising. NetCab is an excellent opportunity for your taxi company to become a part of this rapidly growing market.



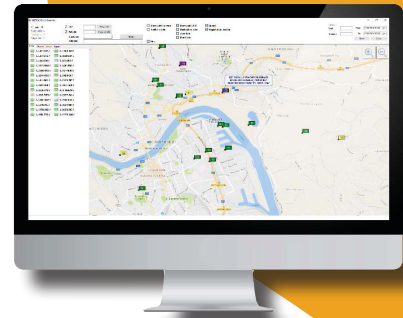


# Advanced fleet control

## Map and tracking

»Map and tracking« module is a stand alone Windows desktop based application intended for overall display of taxi fleet with current position and status.

- support for any open source or licensed map
- support for custom maps
- support for vector and raster layers
- display of position for taxi vehicles
- display of status for taxi vehicles
- display of customer position
- display vehicle movement history



## NetCab VoiceCom communication

Net Cab is the first and the only system in the world with integrated voice communication software that will not only replace, but upgrade your existing radio stations and GSM telephones. Net Cab VoiceCom is a solution that enables both group communications (radio station) as well as individual communication (GSM telephone).


Unlike radio stations, Net Cab VoiceCom is based on digital technology and as such offers you many advantages, for example coverage on the entire territory of your country, unlimited number of channels, short messages, priority calls and much more. Net Cab VoiceCom is fully integrated in terminals in taxi vehicles, however to communicate with each other, dispatchers and other users can use Android & iOS based devices or even workstations which run Net Cab Call Center & Dispatcher.




- unlimited number of channels
- unlimited number of users
- group communication
- individual communication (as in GSM phone)
- priority call
- short text messages (SMS)
- status messages
- coverage comparable to the GSM network
- encrypted communication



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