



smartVOIX

Make the smart move

SmartVOIX is a feature-rich phone system, specially designed to give you the most out of SmartMove. SmartVOIX gives efficiency, reliability and traceability to your vehicle dispatch and other call-centre operations.

Unlike other phone systems, SmartVOIX incurs zero integration costs. It comes fully integrated with SmartMove, ready to go, straight out of the box. With SmartVOIX, you save a lot of time and thousands of dollars from day one.

Key Benefits

- Supports ISDN and SIP connectivity
- User Security for quality control and audit
- Queuing priorities and orders
- Multiple Voice Mail boxes
- Music On Hold
- Call forwarding to other Call Centres, Backup sites or homes using connection Voice-over-Internet (VoIP)
- Statistical Reports via web browser
- Low monthly maintenance fee includes support and upgrades

Faster Booking Process with previously recorded address

By using "Caller Line Identification" (CLI), SmartVOIX enables SmartMove "screen pops" to help the operator process bookings quickly. The screen displays addresses and preferences previously used by that caller, so the operator can easily select the desired address.

Any pending bookings or bookings recently completed for that caller are also shown, helping minimise duplicate bookings.

Easy Call using Integrated Voice Response (IVR)

With IVR, callers make immediate bookings for previously registered addresses, without having to talk to an operator. Callers choose the address from a selection of the four most frequently requested pickup addresses that are announced by a pleasant human voice.

A number of voice types are available to suit your organisation's preference and individual words pronunciation can be changed. Typically ~35% of bookings can be handled by IVR.

Clever Call Queuing to prioritise important callers

Clever Call Queuing provides your customer with a better booking experience. This queuing feature prioritises your frequent callers and/or mobile phone callers, saving them call cost and time waiting for your operator.

Accurate Bookings with Call Recording

With SmartVOIX, all bookings are recorded and automatically linked to the booking in SmartMove. Operators can replay the phone call audio associated with the booking at any time with a simple mouse click.

Whether to check the details of a booking or to resolve a dispute, call recording provides you with an unparalleled level of operator efficiency and quality control.

Advanced Integration with SmartMove system

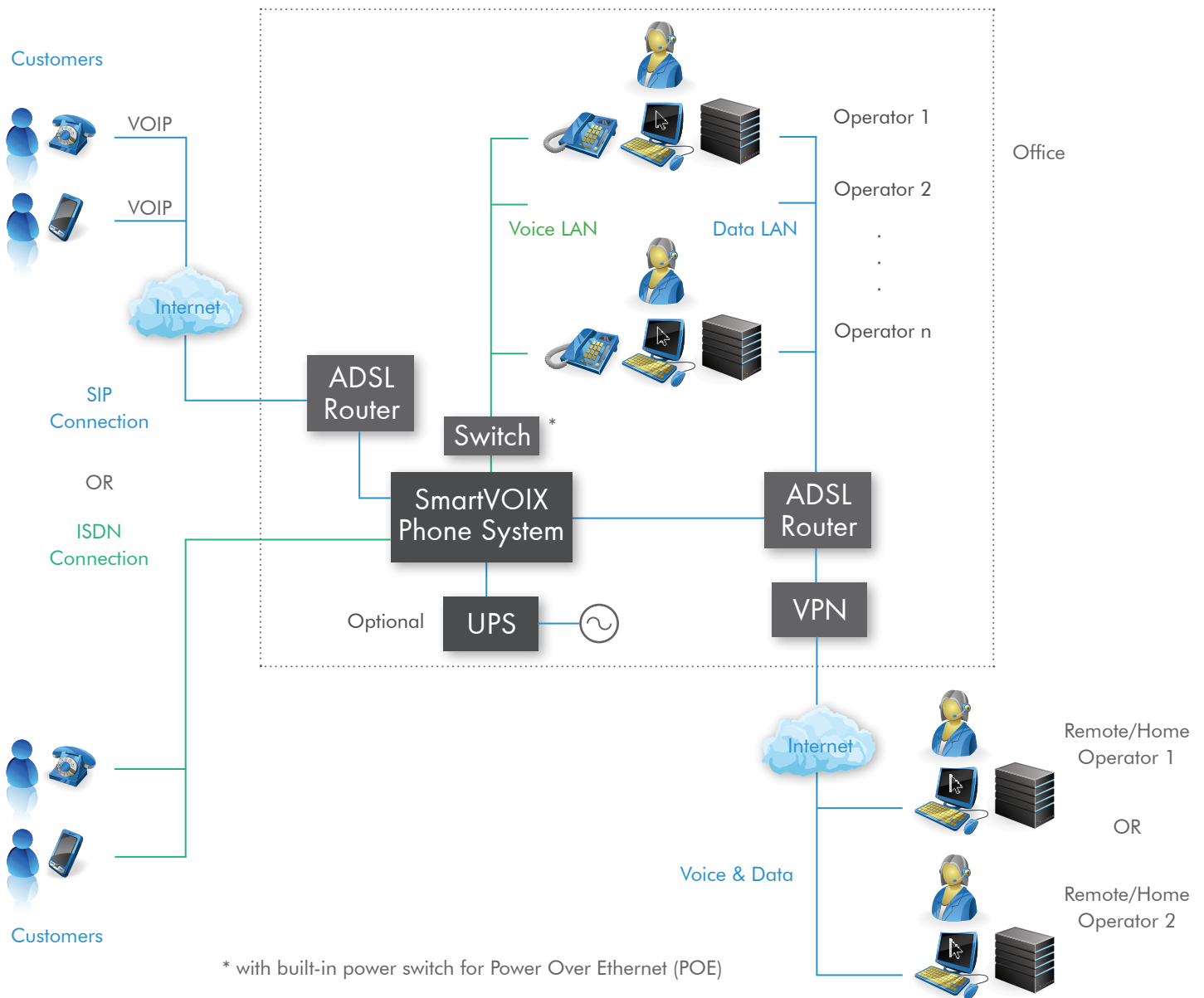
Additional advantages when using SmartVOIX, compared to other vendors' phone systems include:

- You can use all the advanced SmartMove features such as Call Recording which is only available when used with SmartVOIX
- You do not have to pay a telecommunications engineering company to "integrate" that vendor's phone system with SmartMove. This can be an expensive exercise and may still not provide you with access to all of the innovations available in SmartMove.

“SmartVOIX provides you with the fastest, risk-free path to getting your call centre up and running with a known cost of ownership”

make the smart move

achieve greater profit using smart telephony



System Requirements

What we supply	<ul style="list-style-type: none"> SmartVOIX phone system Desk phones with optional headsets Uninterruptible Power Supply (optional)
What you supply	<ul style="list-style-type: none"> Broadband internet connection ADSL Router and VPN (for Remote/Home Operators) Local Area Network (LAN) cabling ISDN connection (optional) 19" equipment rack (optional)

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smartVOIX

developed by the SmartMove team

ultimate power and flexibility for efficient fleet performance and outstanding customer service for years to come