Trapeze™

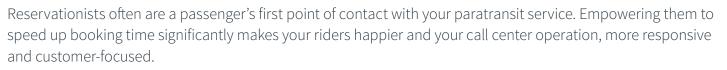# Reservations

Say hello to stellar customer service. Give clients the best schedule at the click of a button.

Reservationists often are a passenger's first point of contact with your paratransit service. Empowering them to speed up booking time significantly makes your riders happier and your call center operation, more responsive and customer-focused.

PASS Reservations streamlines call-handling with an intuitive user interface that's easy to use and simple to navigate. One-click booking and scheduling functionality make the process even faster, increasing both customer and reservationist satisfaction.

Overview

Cut Reservations Time Up to Half

- 'Best Schedule' feature presents the client with most feasible trip time; significantly reduces back and forth with a customer over 4 to 5 available trips
- Pulls up complete client information on a single screen when clients request a ride (e.g., previous and pending trips, mapped addresses, client preferences, eligibility rules)
- Auto-populates booking fields (e.g., home address), reducing data re-entry

Quickly Locate Information on an Interactive Map

- Enables reservationist to view relevant information on the map
- Zooms in and out to show landmarks, addresses, destinations

Optimize Your Reservationist's Workflows

- Single-page user interface enables reservationist to quickly find and type in the information he/she requires; books client right away, from the same screen
- Features drop-down menus, predictive search, and keyboard shortcuts
- Embedded training module lets new hires learn the system on their own
- Prompts the user to save data for accurate and complete record-keeping

Measure Call-Center Performance

- Bottom dashboard shows scheduled/unscheduled trips every 15 minutes; makes it easy for reservationist to track performance
- Generates reports to analyze call center KPIs

Agency Benefits

Drastically Reduced Processing Times

With a single page instead of multiple screens, typing shortcuts, and automated scheduling, the solution reduces by up to 50% the time it takes to accomplish a reservationist's two main tasks – taking passenger information and scheduling a trip.

Improved Call Center Efficiencies

Passengers or their representatives experience shorter calls and reduced wait times, increasing customer satisfaction. More customers are served, yielding substantial productivity gains for your call center.

Improved Customer Care

With optimized workflows and complete, accurate information on hand, your reservationists can respond quickly and accurately to any client query. They can resolve issues faster and feel confident they are providing immediate and effective customer support.

Streamlined Training

A library of training videos shortens the learning curve for new employees using the application, enabling faster onboarding.

Passenger Benefits

Shorter Call Wait Times

- Significantly reduces the passenger's average time in queue, making customers feel you highly value their time

Faster Bookings

- Lessens negotiation time with clients over available trips
- Books trip and schedules from the same screen, reducing average call time

Improved Customer Experience

- Prompt, efficient customer service reduces passenger frustration over call-center delays
- Enables reservationists to provide quick answers to "where's my ride" queries, in addition to self-service options
- Frees up your reservationists' time so they can better attend to clients' specific issues

Connect with our Experts

info@trapezegroup.com | 1 877 448 7273 | www.trapezegroup.com

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