

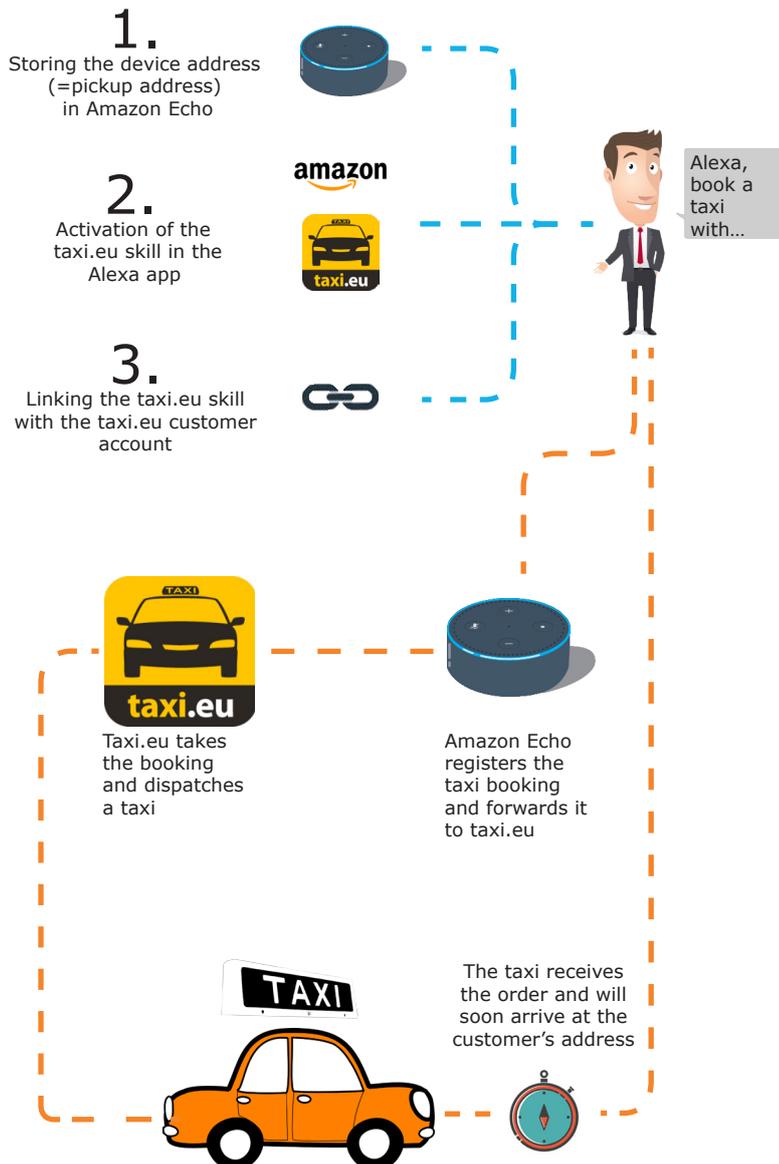
Amazon Echo: "Alexa, book a taxi with taxi dot eu!"



Your fms guide Mike

"Stefan works in an advertising agency and his boss has asked him to buy an Amazon Echo for the agency. From now on, all taxi rides for the staff will be booked using the Amazon Echo. Stefan just has to store the office address in the Amazon Echo and to link the device with the taxi.eu app. "Alexa, book a taxi with taxi dot eu!" With these words, a taxi will be immediately dispatched to the office address. His boss is fond of this solution **because Stefan and his colleagues can book their taxis even faster than before.**"

Current information for fms taxi dispatch centres



Voice control with Amazon Echo

Since 2016, the Amazon networked speaker has been available in Europe together with Alexa, the integrated voice assistant. In close cooperation with Amazon, fms/Austrosoft has developed a new taxi booking channel. Passengers will arrive at their destinations easier, faster and more reliable without having to make a phone call or any typing.

It just takes three steps

Amazon offers two different speakers with voice control, the bigger Amazon Echo and the smaller Amazon Echo dot. As a first step, the passenger stores his/her address at the device using his/her Amazon customer account. Second, the passenger activates a so-called skill at Amazon that has been developed by fms/Austrosoft for taxi.eu. As a last step, the passenger links his/her customer account of the taxi.eu app with the taxi.eu skill.

Continue on the next page ...

Amazon Echo: "Alexa, book a taxi with taxi dot eu!"

The first booking can start now

The booking process starts with the words "Alexa, book a taxi with taxi



Activated taxi.eu skill in the app of the Amazon customer account

eu when my taxi will arrive!", he/she will get reliable information. If the passenger changes his/her mind, the ride can be cancelled with the words: "Alexa, cancel the taxi of taxi dot eu!"

Scoring with innovation

With this new booking channel, fms taxi dispatch centres appeal to young and technophile passengers. As before, the taxi.eu app has combined the biggest taxi community in Europe aiming at this important target group. Providing for the new booking channel via Amazon Echo, the well-established



The small voice-controlled speaker Amazon Echo dot

taxi business goes one step further and shows its innovativestrength, enabling the fms taxi dispatch centres to address the forthcoming challenges.

Start in Germany and Austria

At the fms taxi dispatch centres, bookings with the Amazon Echo app are visible as app bookings in the system.

Amazon Echo has started in Germany and Austria but this new option will be gradually extended across Europe.

dot eu!" "Okay, so you want to be picked up at your pickup-address. Is that correct?", answers the speaker through Alexa's charming voice. The passenger just has to say "Yes", and the taxi is booked via Europe's largest taxi community. The passenger can also ask for the arrival time of the taxi. Saying "Alexa, ask taxi dot



The big voice-controlled speaker Amazon Echo

Current information for fms taxi dispatch centres