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## fms 2017: The drive for innovation
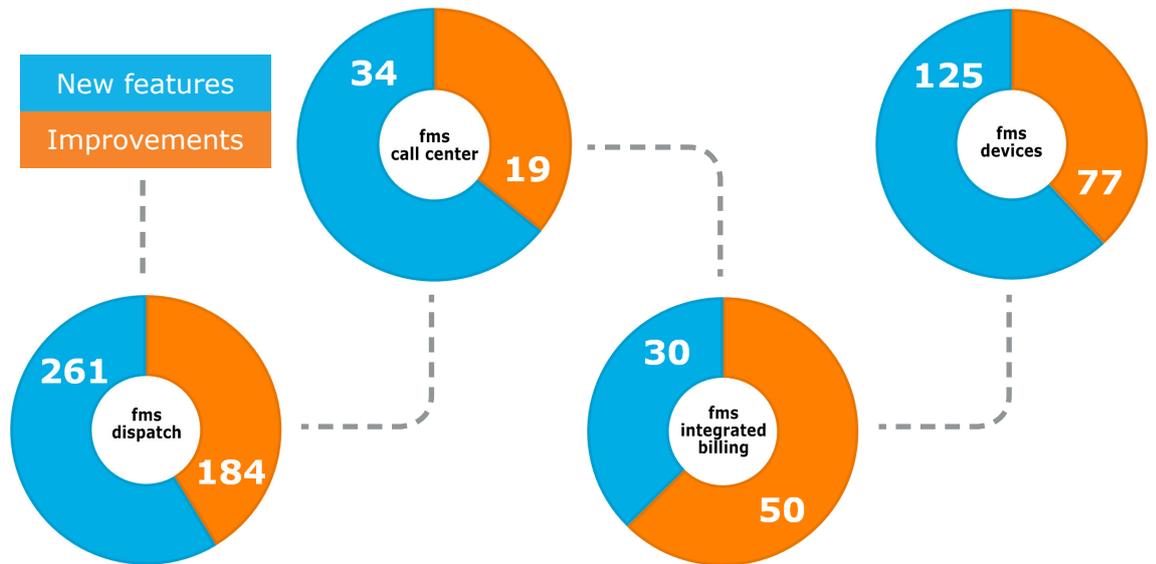
**Your fms-Guide Mike**

„A fascinating year for taxis has just ended. Cooperation between taxi dispatch centers, customer service and development has resulted in a large number of improvements, new functionalities and new products. Many of these innovations have already been presented at the Eurocab meeting in Vienna and are already in production in several cities. This successful partnership of the entire fms family brings a boost of innovation to the entire taxi industry, ensuring optimal customer service and securing the competitiveness of tomorrow. **That is why I am already looking forward to the 2018 year!**"

*Current information for fms dispatch centers*

## 2017 major topics!

- ✓ World of Android devices
- ✓ Customer app + portal with services
- ✓ Shared taxi
- ✓ Cash register
- ✓ Connection to fiscal taximeter
- ✓ Autobooker AB7
- ✓ Vehicle intégration VW/Daimler
- ✓ Switchover to Wirecard for a taxi market place
- ✓ Integration of VoIP into the browser

## fms/Austrosoft - 780 developments in figures

New features
Improvements



fms call center: 34 / 19

fms devices: 125 / 77

fms dispatch: 261 / 184

fms integrated billing: 30 / 50

## What's new for 2018!

- ✓ Voice assistants (Siri, Alexa, Google Home, etc.)
- ✓ BOTs (Facebook, etc.)
- ✓ TÜV-certified digital basic archiving

## Some highlights of the release notes 2017

**Current information for fms dispatch centers**

### fms dispatch

It is now possible to set up **individual POIs per taxi dispatch center** which can be selected as a simple address by the dispatch agent. This function is based on the well-known address lists in fms.

When ordering a trip with multiple stops, the individual patron receives a **SMS with pickup information**. The fms system performs this operation fully automatically. There are a number of system settings that allow you to adapt this first-class customer service to your own requirements. In addition, the new SMS layout options provide a visual aspect to your message which underlines the quality of service.

For drivers, as a reminder of service and quality requirements, there is a special zone for drivers' questions. When connecting to the system, **the driver sees a reminder**. This reminder must be confirmed by the driver and the fms system can even react to the driver's response, for example by a specificity for the current shift.

The F12 screen has also been adapted to make your **agent's work at the dispatch center even more efficient**.

### fms call center

In order to give priority to calls from the drivers to the taxi dispatch centers, you can define a specific **call criteria** for all the drivers' mobile phone numbers.

For taxi dispatch centers with taxi stands, the **virtual taxi stand makes it possible to use the fms system for trip dispatch**; without infrastructure in the physical taxi-call column. The advertising surface for the taxi dispatch therefore remains. The trip dispatch is automated at reduced costs.

### fms app

The service products to be defined by each taxi dispatch center offer new possibilities in how the **end customer is approached via the application or on the web**. In addition, a first version of the **shared fms trip** has been developed in order to be able to offer an own service as an alternative to competitive offers of the different shared ride providers. This service is fully integrated in the fms trip planning. The necessary customer communication can be configured via system settings. The driver has a price calculator in order to divide the fare as simply and user-friendly as possible while respecting the local taxi fare regulation. This calculator exists for all terminals and the driver app.

## Some highlights of the release notes 2017

**Current information for fms dispatch centers**

### „paperless taxi"

For all types of taxi journeys, **the driver can prepare the invoicing data for the entrepreneur or the taxi dispatch center fully automatically**. The new turnover cockpit is the portal for taxi entrepreneurs. It clearly presents the turnover figures for all the entrepreneurs' vehicles. In addition, a custom setting allows you to process automatically default transactions and print receipts. The use of taximeter data is also possible. You can combine that (some countries already require it!) with an electronic signature in the cloud or a taximeter master data record as it will be certified by the TÜV in the coming months. Other features of this rather complex topic concern the automatic printing of receipts with the taximeter price printed on it. These features are fully configurable using trip parameters.

### fms integrated billing

Document scanning has been integrated in different modules. In particular: **integration of scanning supporting documents for medical transport, scanning prescriptions, saving scans together with invoices.**

Sending and **management of e-mails have been extended to more modules**: reminders, requests for supporting documents, digital data transfers with health insurance companies.

### fms Android devices

In order to make it easier for drivers to log onto the system, **NFC driver cards** have been integrated. The Info Query menu allows you to manage these cards in a user-friendly way and each taxi dispatch center can produce them via the fms Android terminal menu.

The customer service can now upload the terminal firmware to a central server and allow access either by central or by

previous version number. The **firmware versions used are then automatically displayed on the client server in the DBG software download area**. Each taxi dispatch center may allow access by vehicle group or by individual vehicles.

A new version of the closing menu has been integrated into the driver app. From now on, this one makes it possible to record a **photo attached to the trip**. This feature is ideal for any documentation needs that the driver may have in relation to a trip. In addition, the embedded camera of the Android terminal can be used to read **numbers on checks, barcode numbers** or QR codes. Finally, an address action allows the customer to sign. This simplifies the driver's work and makes all administrative and invoicing processes at the taxi dispatch center a little more paperless.