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New professional features for fms dispatch centres from version 8.8.0.B

Dispatch to the preferred driver: quality rewarded!

Your fms-Guide Mike

"Claus is a taxi driver in Düsseldorf and offers his passengers a clean vehicle and exceptional service quality. Its dispatch centre allows customers who appreciate his service to mark him as their preferred driver. At the next trip reservation order with the costumer App, they can request Claus as their driver. Claus is happy because its high quality level is rewarded by loyal customers. The customer is happy because he can book again the driver of his choice. And the dispatch centre is happy because customer loyalty is even stronger!"

This is how it works!

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! Minimum requirement!
1. fms 8.8.0.B
2. Latest version customer App

The taxi dispatch centre activates parameter 2494 (dispatch to preferred driver: yes).

#2494

#2495

The taxi dispatch centre activates parameter 2495 (dispatch to preferred driver: check time circle) yes.

Dispatch zone

The taxi dispatch centre defines the maximum approach time for dispatching to the drivers. This applies to both reservations and spontaneous trips within the time circle.

Driver Claus receives the trip because he is registered in the passenger's customer App as the preferred driver and is within the approach time defined by the taxi dispatch centre.

Dispatching to the preferred driver is carried out according to the following rules:

1. If the passenger's preferred driver is within the set approach time, the trip is offered to this driver **first**. Specificities and negative addresses are taken into account as usual.

2. If several preferred drivers of the passenger are within the defined approach time, they are classified according to their respective approach time, which is taken into account by the fms system.

Optional: It is possible to display to the **driver** that the order comes from a regular customer. Thus, the driver sees that the **improvement of his quality of service** is profitable and **increases his turnover**.