



CORDIC
MOBILE DATA

Interactive Voice Response (IVR) with Voice Recognition

IVR with Voice Recognition

Cordic's IVR platform is the taxi industry's first IVR with Voice Recognition. It allows your regular customers to book jobs and check the progress of their bookings without having to wait to speak to an operator or tying up valuable staff.

When a regular caller's number is recognised, they are offered an immediate repeat pickup, which they can then accept or choose from a range of other options.

Customers can:

- Enjoy the ease and convenience of an automated IVR booking facility with high quality human-like voices
- Book repeat pickups quickly and easily with simple voice prompts and responses
- Book pickups safely and easily from public taxi phones without push buttons and receive instant confirmation of the booking and details of the car
- Check the status of their booking
- Choose to speak to an operator at any point during the call with just a voice prompt

Cordic's IVR solution is highly configurable to meet the specific speech, prompt and response needs of your company and offers 24/7 coverage.

- Cordic's IVR can enable the automated handling of between 25% - 40% of a taxi company's daily workload
- Complies with regulatory requirements set out by the Public Carriage Office in London and other local authorities in the UK
- Enables you to increase your bookings and revenue potential



IVR with Voice Recognition

**The Best
Despatch System**





Cordic's IVR Solution

You can configure and customise Cordic's IVR platform to help improve efficiency in your company.

- Every spoken message can be edited by the individual non-expert company user.
- Status messages can be as detailed as you like
- High quality natural text-to-speech engine
- Multiple incoming lines can serve different customer groups
- Each line can have different messages defined by you
- Major account customers can be programmed to bypass IVR and go straight to an operator
- Unrecognised/first time callers go straight to an operator
- Nuisance callers can be blocked
- Offers 24/7 coverage with no sick days or holidays

Cordic's IVR system offers easy access to detailed management statistics with one phone call from anywhere in the world.

- Set up what management information is to be accessed by authorised users
- Choose from a selection of information options provided in clear spoken messages
- Management statistics are read back to authorised users in a spoken message
- Monitor the number of cars working, how many jobs are waiting to go out and how many jobs are running late
- 24/7 access to your business statistics with a phone call



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