



imagine unified communications...

Telephone systems for Limousine & Taxi companies..



Order Line	510	Total number of calls	483	All Agents Busy	03:55
Number of Agents	0	Avg Call Duration	1:54:58	Average Ring Time	00:22
Number of Calls	0	Number of Calls	21	Number of Calls	21
Total Busy Time	3:08:00	Avg Waiting Time	00:48	Longest Waiting Time	00:00
					09:50

Handling the rush hour!

All taxi firms can be overloaded with calls at certain times of the day. Sometimes you do not have enough staff to cope. Using Automated Call Distribution & Dynamic channel access - we help you cope to minimise caller waiting time.

Integration

Samsung systems integrate to Taxi operating systems such (as Autocab) to 'pop' customer records when they dial in. You will then know of wheelchair or customer specific instructions.

Call Recording

The ability to record all inbound or outbound calls & transfer them to email is a simple & cost effective feature. You have a permanent record of what the customer agreed to.

Your most important clients get the best treatment

Samsung OfficeServ 7000 can identify your customers and will automatically re-position callers in the queue depending on the importance of the client.

Call Traffic Reports

...so you can employ the correct number of operators for peak times.

SEXY number

Keep your existing number but also have memorable numbers with a common answer point.

Some of our customers in this business:

- Station Cars (London)
- Thistle Cabs (Kilmarnock)
- Apec Taxis (Runcorn)
- A1 Taxi Service (High Wycombe)
- Mainline Taxis (Harrogate)

Any business any size

The modular design of the OfficeServ 7000 platforms means there is a solution with the same features and functions for every size of organisation. The OfficeServ product range features a common set of handsets and applications.

- OfficeServ 7100 - for the small business
- OfficeServ 7200 - for mid-sized organisations
- OfficeServ 7400 - for large corporations or the Head Office of a national chain & multi-site organization

Talking the talk

To find out more about Samsung's range of unified communications solutions please contact:

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Our Taxi Rank!

