

The Dispatch Console Quick Guide

The Dispatch Console is the heart of the TaxiCaller system. From here, you keep track of your fleet, manage incoming jobs, and can follow the vehicles in real time.

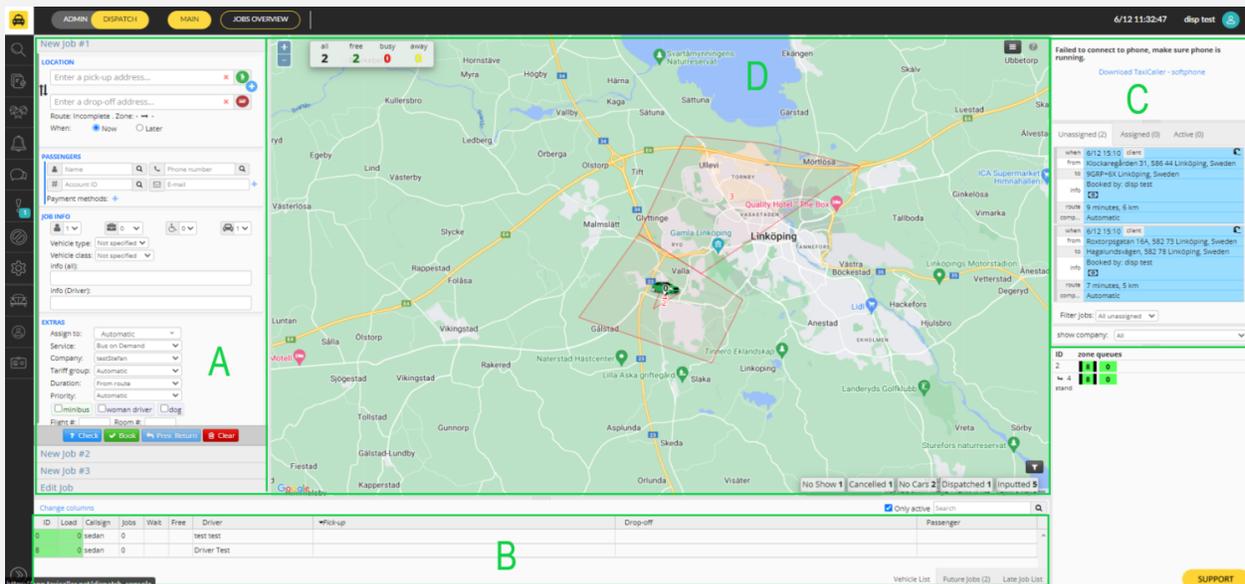
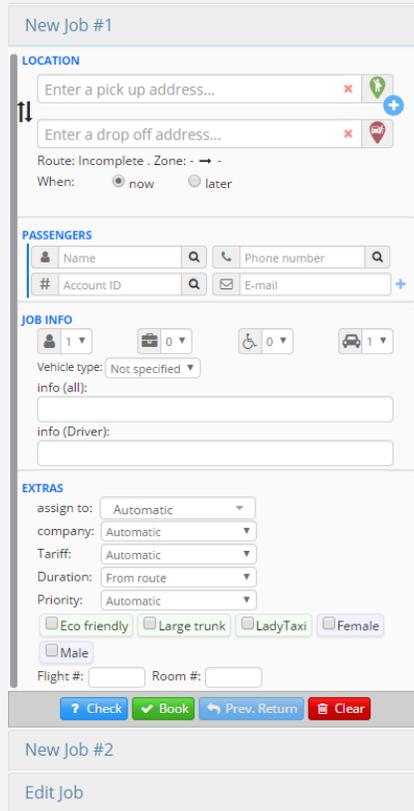


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A. Dispatch Options



The screenshot shows a web form for creating a new job. It is titled "New Job #1". The form is divided into several sections: "LOCATION" with fields for pick up and drop off addresses, a route status indicator, and a "When" selection (now/later); "PASSENGERS" with search fields for Name, Phone number, Account ID, and E-mail; "JOB INFO" with dropdowns for passenger count, wheelchair access, and vehicle type, plus text boxes for general and driver-specific information; and "EXTRAS" with dropdowns for assign to, company, tariff, duration, and priority, plus checkboxes for Eco friendly, Large trunk, LadyTaxi, Female, and Male. At the bottom are fields for Flight # and Room #, and a row of buttons: Check, Book, Prev. Return, and Clear. Below the form are links for "New Job #2" and "Edit Job".

Location: Write down the address of the job or drag the green icon over the map. The system will auto-complete the address based on where you place the green icon. Select "**Now**" if it's an ASAP job, or "**Later**" if it is a pre-booking.

Passenger: Include the First Name, Last Name, Phone Number and E-mail of the passenger. This information will be displayed in the Driver App once the driver accepts the job.

Job Info: This list includes the type of vehicle needed, number of passengers, amount of luggage, number of vehicles necessary and if the passenger(s) need wheelchair-accessible vehicles. You can also send a general message about the job or something specific to the driver.

Extras:

Assign to: Which vehicle will get the job (manual or automatic)

Company: Which company will do the job (applicable to multi-company profiles)

Tariff: Which tariff, or pricing, will be applied to the job

Duration: For those jobs based on time, not distance

Priority: Assignment priority of the job (5 being the highest priority)



Once the information is complete, just press **"Book"** (green button) at the bottom of this section and the system will dispatch the job.

If no driver is selected manually, the system will automatically choose the best suited vehicle for the job based on your assignment settings. You can also press **"Check"** (blue button) in case you want to check the ETA and the price of the job before dispatching.

B. Vehicle Status

id	load	callsign	jobs	w.	f.	Driver	drop off	pick up	Passenger
1	64	Car 1	1	0	37	John Anderson	587 Atkins Ave, Brooklyn, NY 11208, USA	926 Craig Rd S, Brooklyn, NY 11231, USA	Mark Anthony
2	59	Car 2	1	0	35	Anthony Clark	355 Chestnut St, Brooklyn, NY 11208, USA	646-678 2nd Ave, Brooklyn, NY 11232, USA	James Brown
3	64	Car 3	1	0	36	Paul Young	587 Atkins Ave, Brooklyn, NY 11208, USA	926 Craig Rd S, Brooklyn, NY 11231, USA	John Smith
4	64	Car 4	1	0	37	Kevin Wright	587 Atkins Ave, Brooklyn, NY 11208, USA	926 Craig Rd S, Brooklyn, NY 11231, USA	Mark Anthony
5	73	Car 5	1	43	Mark Thomas	Jackie Robinson Pkwy, Brooklyn, NY 11208, USA	674 2nd St, Brooklyn, NY 11215, USA		
6	94	Car 6	1	56	George Walker	78-49 64th St, Flushing, NY 11385, USA	58th St, Brooklyn, NY 11220, USA		
7		Car 7	0			Tim Lewis			

ID: Identification number of the vehicle (created in the Admin Panel)

Load: Percentage of jobs assigned to that vehicle in the next 60 minutes

Callsign: Code or Callsign of the vehicle (created in the Admin Panel)

Jobs: Number of jobs done by that vehicle

W.: "Wait" shows time in minutes that the vehicle has been waiting for the passenger

F.: "Free" shows in how many minutes that vehicle will become available

Driver: First and last name of the driver using that vehicle

Passenger: First and last name of the passenger

Pick Up: Origin or pick up point of the job.

Drop Off: Destination or drop off point of the job

Color Codes:

Green: Low load, vehicle has few jobs assigned in the next 60 minutes

Yellow: High occupation, vehicle is busy more than 50% of the next 60 minutes

Red: Vehicle will be late for one or several jobs within the next 60 minutes

Blue: Vehicle has accepted a job and is on its way to the pick-up address (Callout)





C. Job Tabs

This tab shows all the ASAP and pre-booked jobs, up to one month in advance.

Unassigned (7)	Assigned (0)	Active (43)
route	17 minutes, 3 mi	
when	2/6 11:09 am ASAP client	
from	427 Central Ave, Jersey City, NJ 07307, USA	
to	336 Palisade Ave, Jersey City, NJ 07307, USA	
info		
route	6 minutes, 1 mi	
when	2/6 11:10 am ASAP client	
from	1709 E 4th St, Brooklyn, NY 11223, USA	
to	1259 E 56th St, Brooklyn, NY 11234, USA	
info		
route	17 minutes, 3 mi	
when	2/6 4:15 pm client	
from	13 Spring St, New York, NY 10012, USA	
to	89 Monticello Ave, Jersey City, NJ 07304, USA	
info		
route	24 minutes, 5 mi	

Showing until: 2/20 11:20 am

Filter jobs:

show company:

Unassigned: Bookings saved in the system that have not been assigned yet. The system will automatically dispatch the job to the best suited driver at the time and date specified in the booking. The dispatcher can always edit all of the job info, as well as manually assign a specific driver, by clicking on the job.

Assigned: Bookings saved in the system that have a driver already assigned to them

Active: Jobs that are taking place right now

Color Code Jobs Tab

Green Background: Active job

Light Blue Background: Pre-booked job

Yellow background: Job dispatched automatically

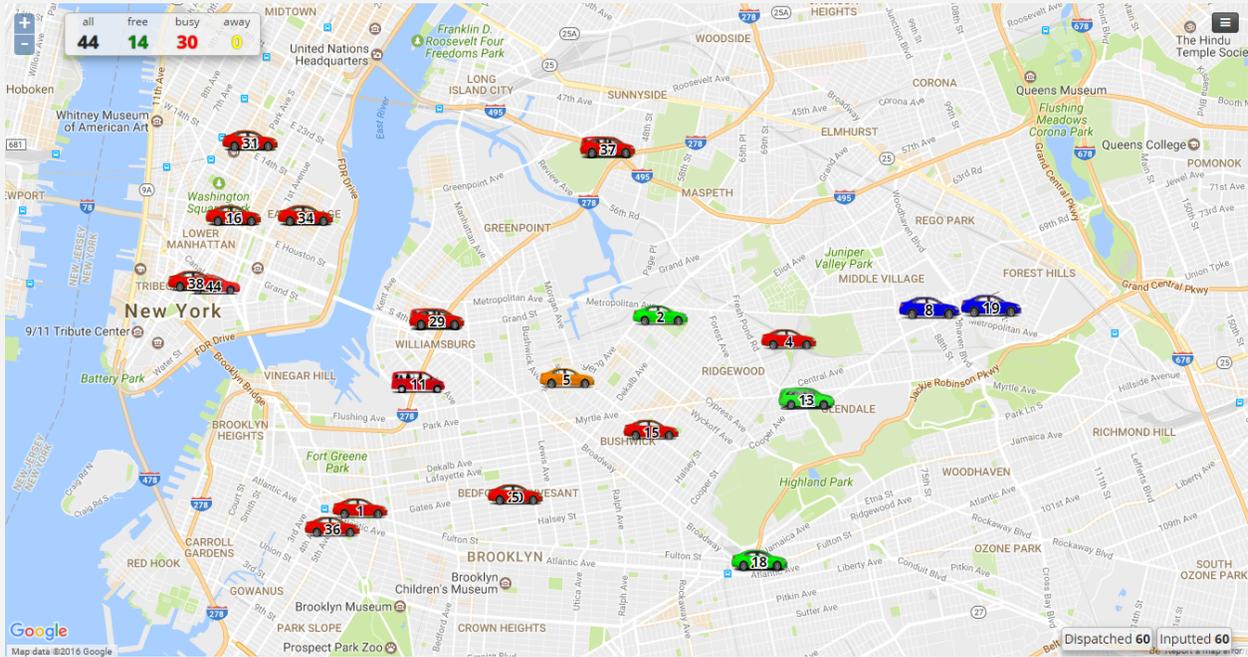
Red Outline: Job needs to be assigned manually

Blue Outline: Job being broadcasted to several vehicles

C. Operations Map



The map shows all the vehicles moving in real time and their current status.



In the top left corner, there is a summary of how many vehicles are connected (all), how many are available (free), how many have a passenger on board (busy) and how many are not available (away).

Color Codes:

Green: Vehicle available

Blue: Vehicle on its way to pick up a passenger

Orange: Vehicle waiting for the passenger to get on board

Red: Vehicle with passenger on board

Yellow: Vehicle temporarily unavailable

