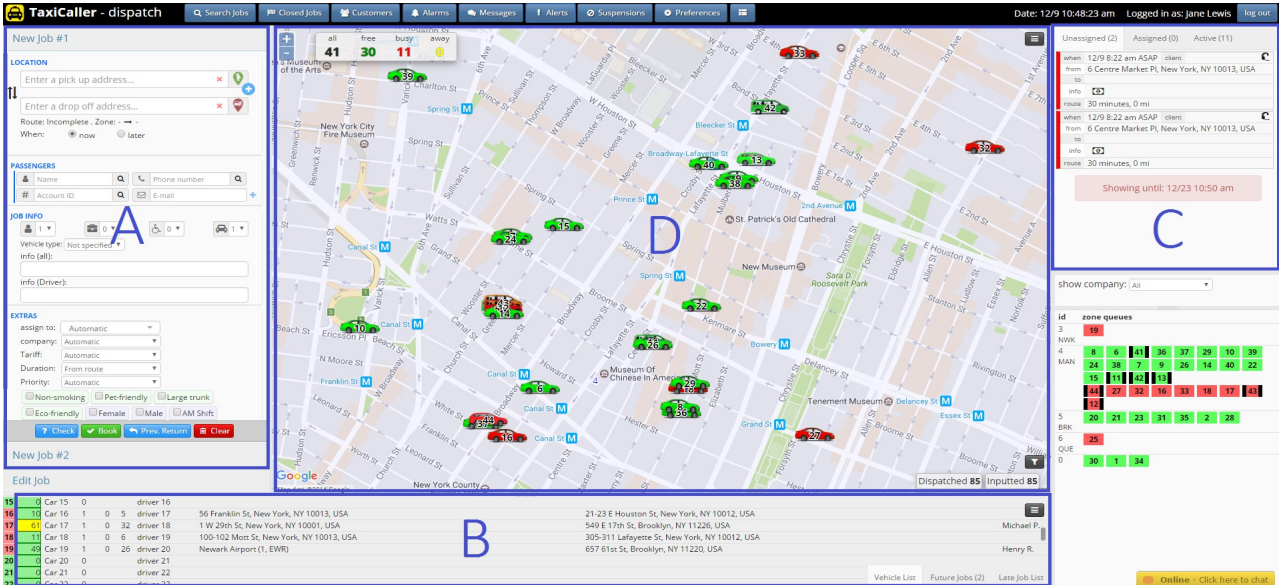


Quick Guide: Dispatch Console



The screenshot shows the TaxiCaller dispatch console. The top navigation bar includes options like 'Search jobs', 'Closed jobs', 'Customers', 'Alarms', 'Messages', 'Alerts', 'Suspensions', and 'Preferences'. The central map displays taxi locations in New York City, with various colored icons representing different taxi statuses. The left sidebar contains fields for 'New job #1' and 'New job #2', including location, passengers, job info, and extras. The right sidebar shows job details for a specific taxi, including 'Unassigned (2)', 'Assigned (0)', and 'Active (11)', along with a 'zone queues' table. The bottom job list shows a table of active taxis with columns for ID, status, car number, driver, and location. A large blue 'A' is overlaid on the left sidebar, a 'B' on the bottom job list, a 'C' on the right sidebar, and a 'D' on the map area.

A. Dispatch Options

B. Vehicle Status

C. Jobs Tab

D. Operations Map

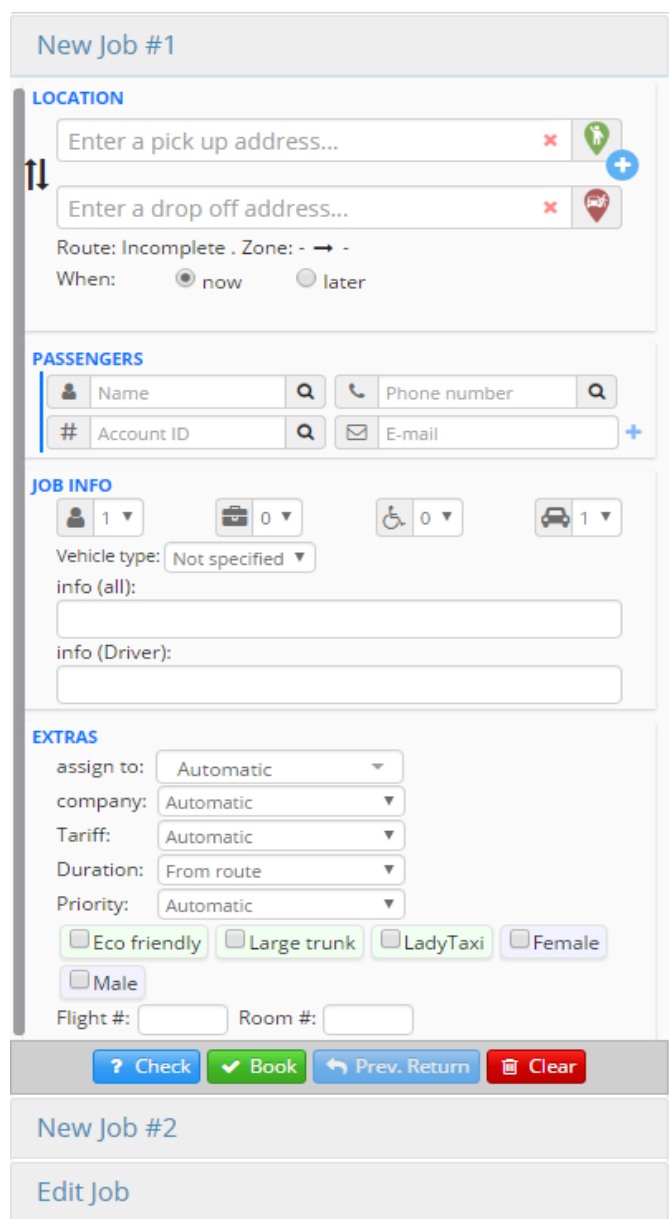
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A. Dispatch Options



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 placed the green icon. Select "Now" if it's an ASAP job, or "Later" if you are making a pre-booking.

Passenger Here you can include the First Name, Last Name, Phone Number and E-mail of the passenger if available. This information will be displayed in the driver app once he/she 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 (only 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 dispatch settings. You can also press **"Check"** (blue button) in case you want to check the ETA and the price of the job before dispatching.

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B. Vehicle Status

This menu shows all the vehicles of your fleet, and their current status at any given time (Callout, Busy, Away, workload of the vehicle, etc):

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	0	43	Mark Thomas	Jackie Robinson Pkwy, Brooklyn, NY 11208, USA	674 2nd St, Brooklyn, NY 11215, USA	
6	94	Car 6	1	0	56	George Walker	78-49 64th St, Flushing, NY 11385, USA	58th St, Brooklyn, NY 11220, USA	
7	0	Car 7	0	0		Tim Lewis			

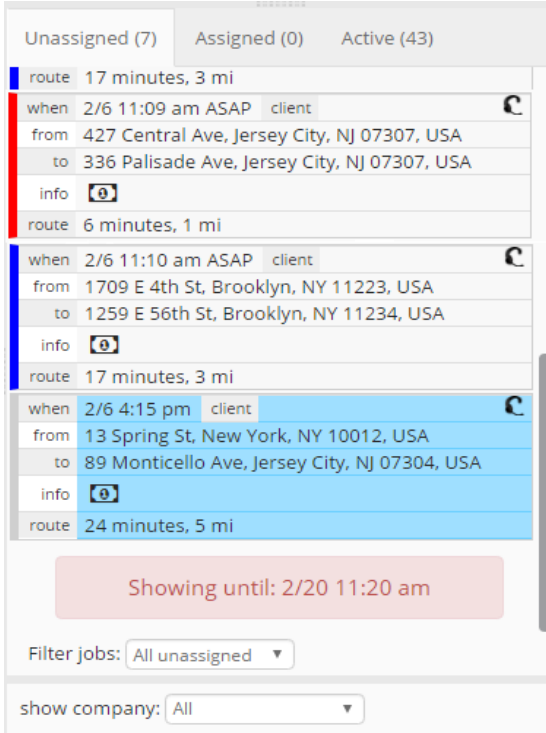
Id	Identification number of the vehicle (created in the Admin Panel).
Load	Percentage of jobs assigned to that vehicle in the next 60 minutes.
Callsign	Code or Callsign of the vehicle (created in the Admin Panel).
Jobs	Number of jobs done by that vehicle.
W.	"Wait", shows time in minutes that the vehicle 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 of the job.

Color Code

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. Jobs Tab

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



The screenshot shows the 'Jobs Tab' interface with three filter tabs: 'Unassigned (7)', 'Assigned (0)', and 'Active (43)'. The 'Unassigned' tab is selected. The job list includes details such as route, when, from, to, info, and route. A red bar highlights the first two jobs, and a blue bar highlights the third job. A date range filter shows 'Showing until: 2/20 11:20 am'. At the bottom, there are dropdown menus for 'Filter jobs: All unassigned' and 'show company: All'.

- 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

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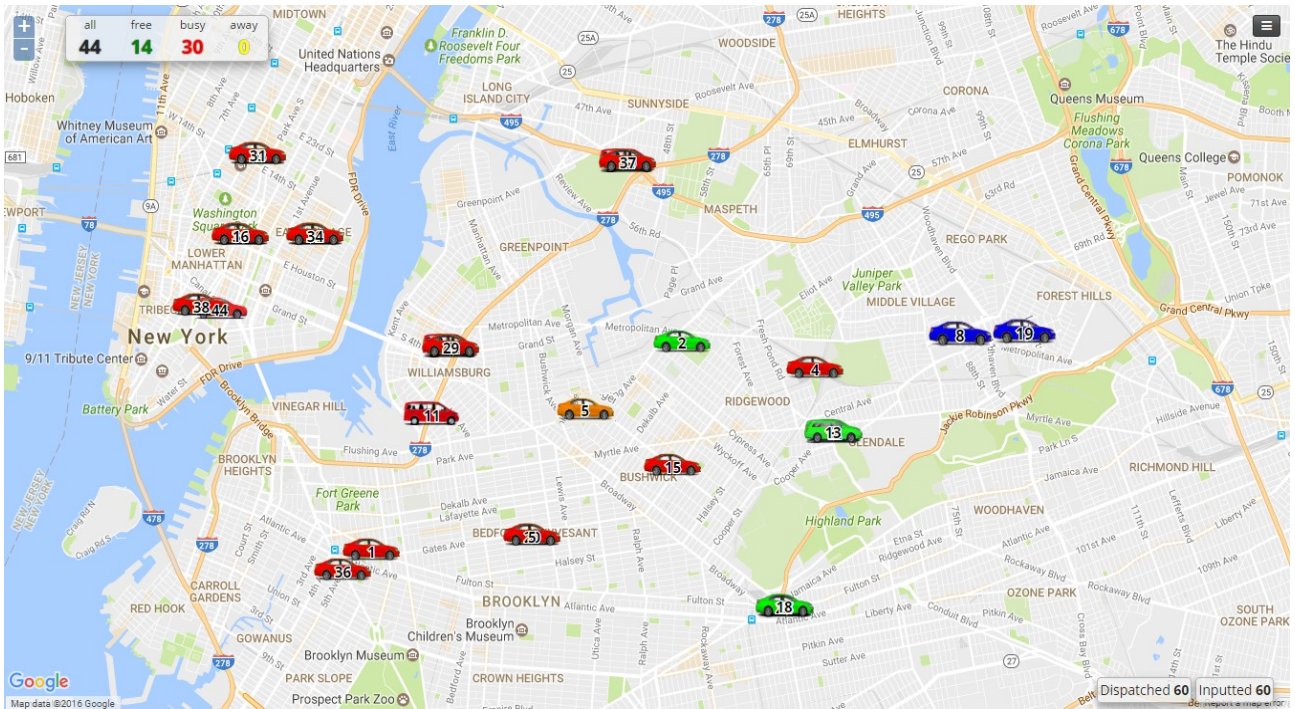
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D. Operational Map

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 Code

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.

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FAQ:

Q: The vehicles have stopped moving or nothing happens when I try to add new jobs.

A: You could have temporarily lost your connection to our server. First, try to reload the page by pressing the refresh button next to the address bar of your web browser, or right-click on the map and click Reload in the menu that appears.

Q: Reloading the page didn't solve the problem, the vehicles are still not moving.

A: Try pressing "log out" in the upper right corner and then log on again.

Q: I was suddenly logged out and sent to the log in screen again.

A: Each user can have only one active login at a time. If someone else in the company logs on as the same user on another computer or phone, the person currently logged on as that user will be automatically logged out. Go to the admin panel if you need to add more users.

Q: When I try to log in, I get an error message saying that my browser is not supported.

A: We recommend that you use Google Chrome as your web browser in the dispatch console, since it offers the best performance. Go to (www.google.com/chrome) to download.

Q: When I tried to assign a job to one specific vehicle, I couldn't find that vehicle in the list.

A: The vehicle must be logged on to the system to make it possible to assign the job to that vehicle. If there are no vehicles logged on, you will only be able to select "Automatic" in the "assign to" list and the next vehicle that logs on will be assigned the job.

Q: I can't assign a job to one specific vehicle.

A: This option must be enabled in the admin panel. Go to Settings > Dispatch > 2. Assignment and check the box "Allow direct assignment".

Q: I can't select a tariff for a job.

A: To be able to use tariffs you must enable them in the admin panel. Go to Settings > Dispatch > 1.General and click Enable under Tariffs. To be able to select a tariff, you need to have created one in the admin panel under the Tariffs tab. If you haven't done this, please see the owner's manual.

Q: I have enabled tariffs but the system doesn't give me an estimated price for the ride.

A: Make sure you haven't selected "custom price" and then forgotten to set a price for the ride.

Q: Is there a way to delete closed jobs?

A: No, the closed jobs are saved so that the system can recognize various input data in future jobs.

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