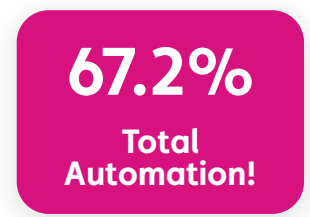
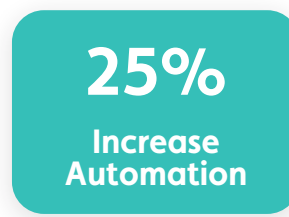


Instant 25% Increase in Automation for Drive



Q. Why did you decide to upgrade to Voice+?

I upgraded to Voice+ in a bit of a panic situation. I was short staffed after recently incorporating a new fleet in a new town and I had to do something to reduce the number of calls which were being missed. I had trialed Voice+ on landlines previously and was unsure it was ever going to work on mobiles. After a quick refresh and demo I was blown away with the work the Voice team had done and immediately switched Voice+ on.

Q. How was the implementation process for you?

A. The Voice team truly embodies the word experts. Any questions or problems I had they knew the answer or would get problems solved.

Q. What impact has it had?

We are now missing less calls and our automation levels have increased to levels we never expected with a new fleet starting from scratch. Our call centre are now only answering on average 33% of the calls made into our call centre which is causing less stress and a better working environment.

Q. How much has your automation increased?

A. Previously we would operate around 45% automated across the week, we are now 65-70% dependant on what day it is

Q. How much is this saving you per month?

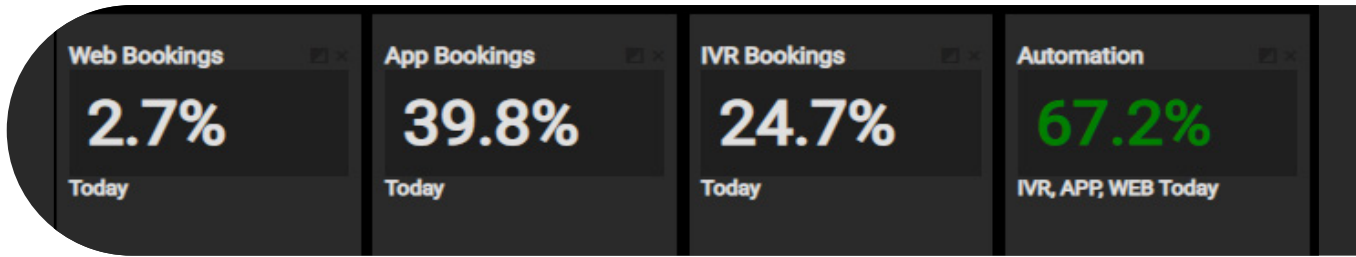
A. Voice+ has allowed me to reallocate the resource in the business to better manage the bookings and the driver experience. I believe that Voice+ is now carrying out the work of what 10 operators would have previously.

Q. What do you like most about Voice+?

Flexibility, the ability to have the system act differently at different times of each day and depending on the customer rating is a true game changer. We are no longer forcing bad customers through to our call centre when we have no capacity.

Q. Would you recommend it to other fleets, why?

100%. It streamlines your operations and provides customers with a better experience.



“ I believe that Voice+ is now carrying out the work of what **10** operators would have previously. ”



Chris Hall
Managing Director, Drive

