



# WebBooker™

for Pathfinder™

## Maximize the Internet

Improve customer service and lower operating costs by enabling account customers to directly book a taxi through a self-service website integrated with Pathfinder™.

WebBooker™ enables taxi companies to improve their business by providing customers a self-service taxi booking website. Integrated with Pathfinder™, WebBooker™ improves customer service by enabling account customers to directly book a taxi and instantly view the dispatch status on-line. WebBooker™ lowers operating costs by reducing bookings handled by call takers.

### ■ Improve customer service

WebBooker™ improves customer service by providing a self-service taxi booking solution that allows account and pre-registered non-account customers to bypass the need to phone a call taker and the associated waiting times. With WebBooker™, your customers can:

- Reserve a taxi on-line, in real time through a direct integration with Pathfinder™
- View dispatch status on-line with up to the second information on their dispatch status
- Enter trip information quickly and accurately. Frequently used addresses and customer preferences are automatically memorized to speed up data entry

### ■ Lower operating costs

WebBooker™ lowers operating cost for dispatch call centers by reducing the number of customer calls handled by call takers. Instead, calls are diverted from the call center to the self service website where the customer makes the reservation. The number of “no shows” is reduced by increasing the accuracy and validity of reservation information entered by the customer directly.

### ■ Expand your business

WebBooker™ enables taxi companies to expand their business by presenting a leading edge technology image and by offering a unique service to preferred account customers to create a competitive advantage.

## WebBooker™ Features

### ■ On-line Reservation

Customers can enter pick up and drop off information and book a taxi immediately

### ■ Scheduled Reservation

Customers can book a taxi for a future date and time

### ■ Customer Preferences

Customers can request special services by specifying their preferences

### ■ Address History Wizard

Frequently used addresses and preferred pick up locations or landmarks are memorized for quick retrieval

### ■ Real-time Status Update

View dispatch status on-line with real-time dispatch status updates

### ■ Address Profile Wizard

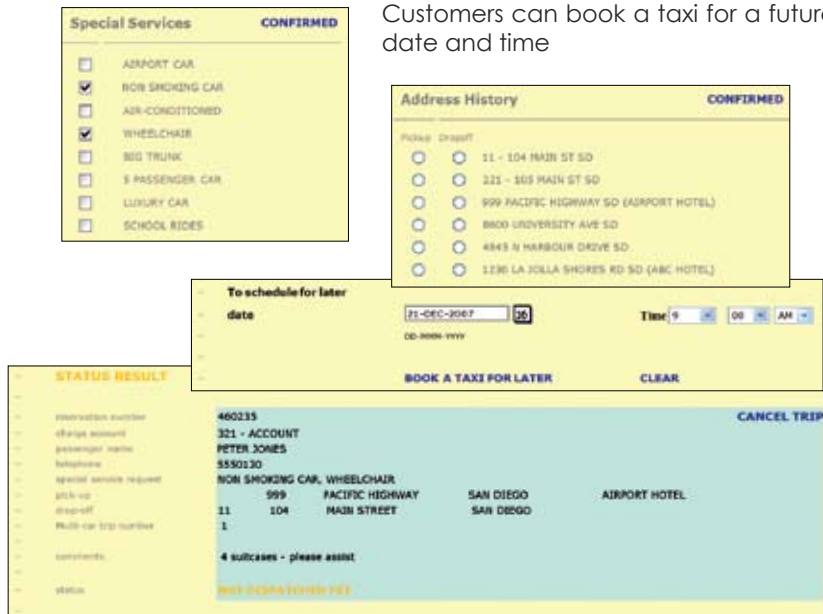
Customers can create a list of frequently-used addresses that can be selected for pick-up and drop-off locations

### ■ Web User Profile Interface

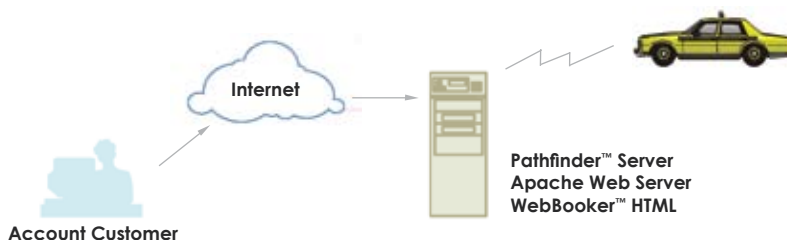
Administrators can add, change, and delete customer user IDs, and assign account numbers to customers

### ■ Book Cash Trips

If configured, customers can book trips without using an account number



## Quick, Secure Deployment



WebBooker™ provides customizable, out of the box HTML web pages to quickly build a secure website integrated with Pathfinder™ to provide real-time internet booking.

This powerful one-to-one Web site delivers faster response, greater accuracy, 24x7 availability and lower costs.

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