

# PHANTOM CLOUD

## Automated private hire phone system

The challenge for the modern taxi company contact centre is to achieve a reliable and scalable operation. Phantom Cloud is an industry-proven, automated phone system that handles inbound calls and outbound dialling for firms of all sizes.



Increase capacity as your business grows

Automate up to **70%** of your calls

**The Complete Taxi Solution** 

Built specifically for Ghost users, Phantom creates a complete automated booking, dispatch and telecoms solution.

**Never Miss A Call** 

If a call rings a pre-determined number of times it can be configured to route to a mobile phone.

**Achieve Amazing Levels Of Automation** 

Automate many of your contact centre processes, saving you time, money and stress.

**Improved Service Agility** 

Phantom is not an ordinary off the shelf all one system; it is highly configurable and bespoke, giving you immediate control over your contact centre structure, call distribution and messaging.

Use Phantom as your intelligent automatic operator to professionally greet customers, conveniently take bookings and swiftly deal with customer service questions. Phantom is all you need to run a growing contact centre productively and efficiently.

To find out more contact **0161 491 7777**  
**www.autocab.com**

## Key Features

# 1



### Automatic Back On Phone (ABOP)

Your company could save thousands of pounds and hundreds of hours each year with this powerful feature. A taxi firm usually deals with thousands of calls a year that consist of customers who have already booked and want to know where their taxi is. This clogs up your processes as operators check the statuses of bookings and try to reassure potentially annoyed customers rather than booking new jobs.

Phantom's ABOP feature will remove this headache by recognising a caller's number and providing an automated response and ETA without any operator interaction. This extra efficiency is noticeable immediately once you start using Phantom!

# 2



### Interactive Voice Response (IVR)

Today's most effective taxi operations allow customer self-service whenever possible. Interactive Voice Response (IVR) is a well-established technology that allows contact centres to take bookings without any human interaction. Companies can achieve up to 70% automation levels and, at the same time, increase productivity and reduce staff overheads.

### Call Recording



# 3

All inbound and outbound calls are recorded, stored and integrated to the booking record in a user-friendly and organised database. Calls can easily be recalled and used to resolve customer service issues, or for quality management and staff training purposes.

### Call - Customers Call - Drivers



# 4

A configurable feature that allows driver and passenger to call each other without their numbers being visible, helping them to resolve immediate issues without operator involvement.

### Advanced Statistics And Reporting



# 5

Phantom automatically gathers and transforms operational data into simple information your teams can use to improve the way they work. The software monitors over 100 quantitative metrics in real time, making them available for instant overview of business performance, issue identification and operational efficiency.

## Key Benefits

- ▶ Dynamic queue management ensures calls are answered within seconds
- ▶ Phantom works on all phone line configurations, from analog to ISDN 2, ISDN 30 and SIP
- ▶ Inbound automated call distribution
- ▶ Assign a priority to a caller
- ▶ Blacklisting of nuisance numbers
- ▶ Run multiple offices from one system
- ▶ Easy-to-use contact centre dashboard
- ▶ Highly configurable features to suit your unique business
- ▶ Phantom is cloud based, increasing your operational accessibility, security, flexibility and efficiency
- ▶ In case of emergency, Phantom is equipped with a dual server system providing higher resilience.

## What Our Customers Say

*"Since going live with Phantom we have experienced a higher volume of calls, increased bookings and reduced overheads. All in all, Phantom is a very profitable system. I'd recommend it to any taxi firm."*

*Les Caffrey, Director – Mainline Private Hire, Salford (550 Cars)*

*"We use Phantom as an integral part of our business. Call recording has been particularly useful for training of staff where we can share best practice, making calls quicker and therefore, more efficient."* *Julian Barnes, Director – Cresta Cars, Manchester (400 Cars)*

*"If someone calls to check on their vehicle the ABOP system will recognise that it's a live job and tell them their car is on its way, where it currently is and provide an ETA. This has taken so much pressure off our office, and customers really love it!"* *Jamie Wilkinson, Director – Roadrunners, Croydon (220 Cars)*

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DRIVING INNOVATION