

Tech Tip Tuesday—February 4, 2020

CD/NLA Show in Las Vegas is Fast Approaching

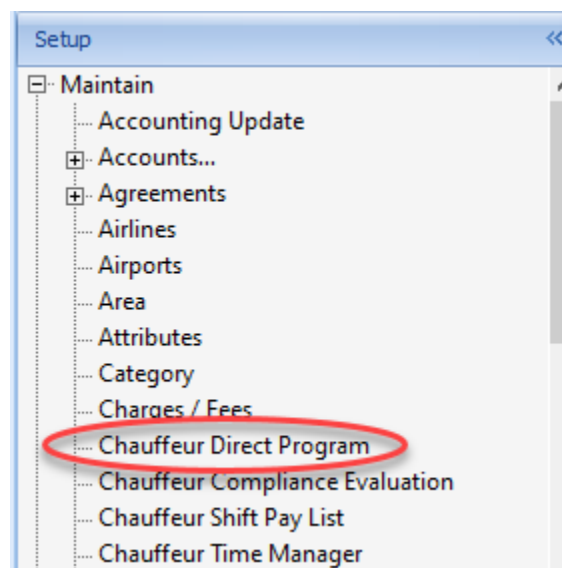
As announced previously, Livery Coach will be exhibiting at the CD/NLA Show in Las Vegas on February 23-26. In conjunction with the show, we will be having our user meeting on Sunday (February 23) at **3:30pm in Oceanside F**. This meeting is open to all Livery Coach clients, and we encourage you to attend, but we need a headcount.

For those of you who have already let us know that you are coming, thanks! If you haven't let us know yet, please RSVP with the names of attendees to news@liverycoach.com. Thanks!

Chauffeur Direct for Customer In Car and Vehicle Upgrade

As you probably know, Chauffeur Direct is a system that will send a text message (or email) to your passenger shortly before pickup, letting him or her know details about the chauffeur and the vehicle.

The exact message that is sent is configured under Setup->Maintain->Chauffeur Direct Program.



Under most circumstances, the standard message template (which is entered in the Body 1 block) works fine. But there are a few several instances where you might want an alternative message to be sent out instead.

(Please note that there are separate templates for email and text, since generally you want to limit the length of texts. The email templates are entered in Body 1, Body 2, and Body 3, whereas the text (SMS) templates are entered in SMS 1, SMS 2, and SMS 3.)

One circumstance for an alternate message might be if, for whatever reason, the message is delayed. Perhaps your chauffeur got there early, and the passenger hopped in the car, or maybe there was some other delay in getting the message out. It could be a little embarrassing to have a message go out that says "your chauffeur will be" when the passenger is already in the vehicle, but you probably don't want to just skip the message entirely since some passengers like getting reminded what the chauffeur's name is, for example.

So in the Body 2 block, you can have alternate text that can say something like “We hope you are enjoying your trip. Your chauffeur’s name is...”.

Another scenario might be where the vehicle you sent is different than what the customer ordered. For example, maybe a sedan was ordered but you sent an SUV.

In that case, the system can use the Body 3 template, so you can say something like “We have upgraded your ride—please enjoy the SUV”.

Note that all these templates use something called “Tags”, which tell the system to use the actual data for those fields from the trip. All the tags can be found at the “Tag List” tab. Below please see a screen shot that shows a sample for Body 1, Body 2, and Body 3.

The screenshot displays the 'Chauffeur Direct Program Setup' application. At the top, a navigation bar includes tabs for '24-Hour Reminder', 'Chauffeur Info', 'Minutes Out until Drop', 'Trip Status', 'Survey Tool', 'Outlook Calendar', and 'Tag List' (which is circled in red). Below this is a 'Tag List' table with columns for 'Tag Label' and 'Description'. The main content area is titled 'Email' and contains three body templates:

- Body 1:** A detailed email template for pickup confirmation, including fields for pickup date, time, location, chauffeur name, phone number, and vehicle details. It includes a link to track the vehicle.
- Body 2:** A shorter email template for trip confirmation and chauffeur introduction, including the chauffeur's name and dropoff location.
- Body 3:** An email template for vehicle upgrade notifications, triggered when the trip status is 'Customer In Car' (CIC).

Below the email templates, there are three SMS message templates:

- SMS 1 (813 char(s) left):** A short message for pickup confirmation.
- SMS 2 (786 char(s) left):** A message for trip confirmation and chauffeur introduction.
- SMS 3 (142 char(s) left):** A message for vehicle upgrade notifications.

At the bottom, there are buttons for 'Email List', 'Mobile List', 'Update', and 'Close'. A note states: 'NOTE: SMS Messages greater than 160 characters will send on multiple texts'.