

Tech Tip Tuesday—April 9, 2024

Coordinator

As we all know, Livery Coach can automate a lot of notifications from within a trip—such as a 24-hour Trip Reminder, Chauffeur Information, or even status changes while the trip is taking place.

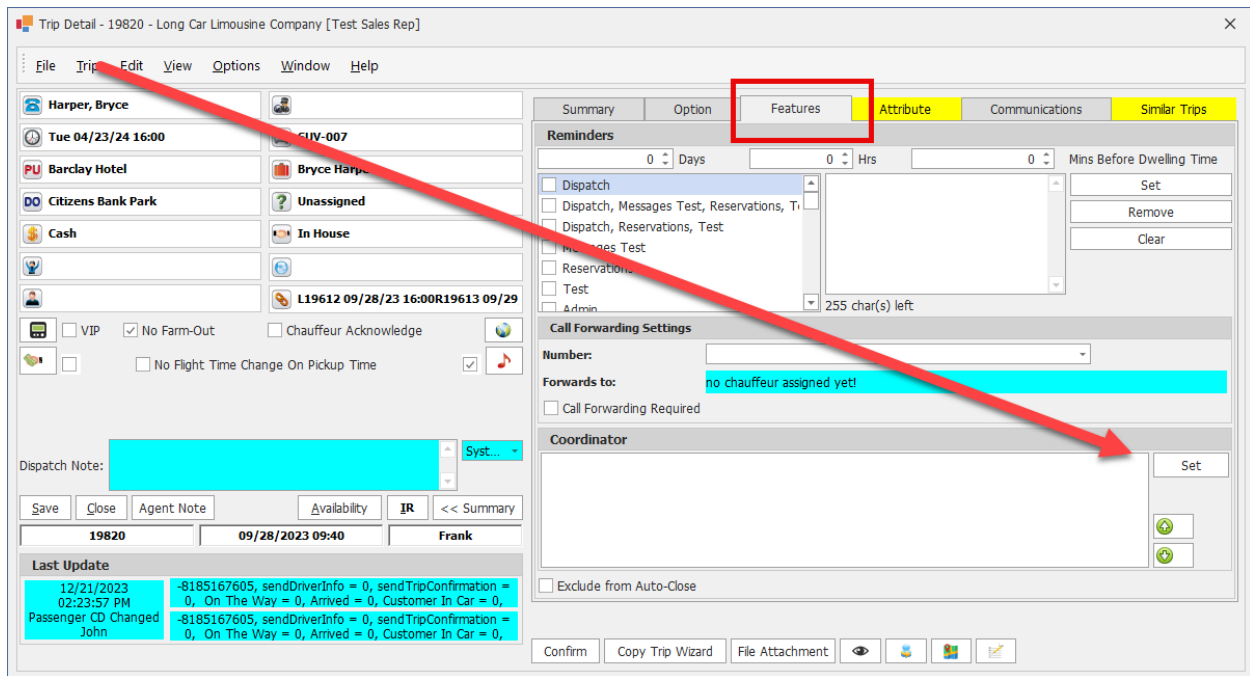
These can be set up for the booker, the passenger(s), or both.

But what happens when you have a person (or people) who want to get some of these automated notices but they aren't the booker or one of the passengers?

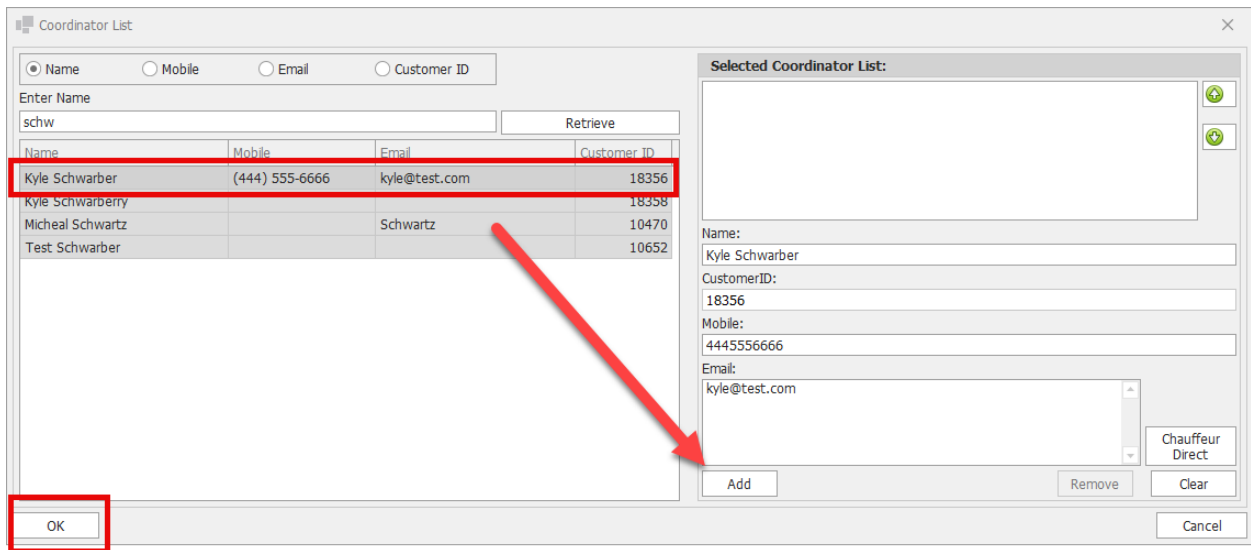
The answer: Coordinator.

A Coordinator is a person (or multiple people) that can be added to a trip, so that the automated notifications (such as Chauffeur Direct) can be set up. The idea of a coordinator is similar to that of a passenger—you can add them from contacts, or “ad hoc” as one-time coordinators.

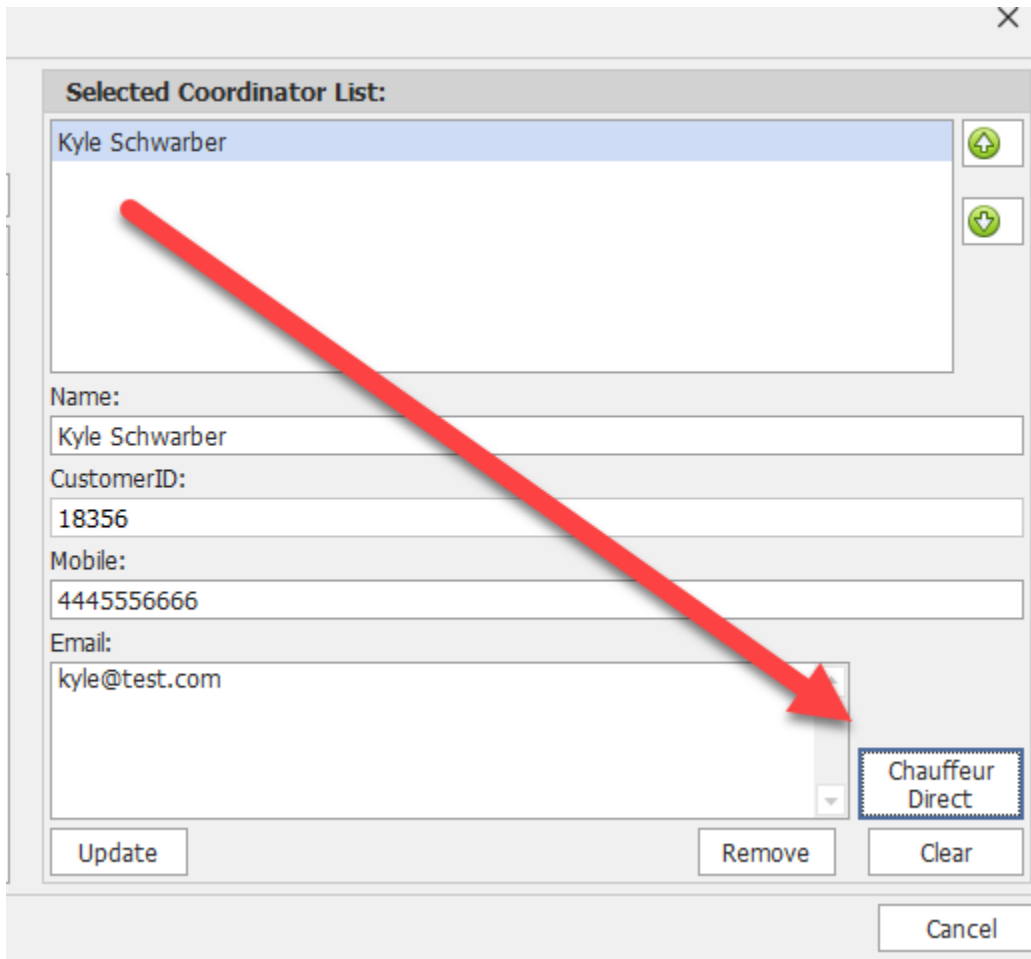
To access the coordinator area of a trip, open the trip and click on the Features tab. At the lower portion of the screen, there is the list of Coordinators (if any), along with a Set button.



When you click on the Set button, you can search for a coordinator, or simply type in the info on the lower right screen—in either case, click Add to add the coordinator to the trip. When done, remember to click the OK button at the bottom left.



Once the coordinator is added, you can highlight the coordinator and click the Chauffeur Direct button to set the desired behavior for that trip.



Direct Program ✕

Description	Send Trip Status										Apply Default		
	24-Hour Reminder	Send Driver Info	Send Minute Out	Send Survey	DISP	OTW	ARR	CIC	DON	Opt-Out			
kyle@test.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Apply Default	
4445556666	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Apply Default	

Apply Cancel