



Case study for A2B Radio Cars Utilising the Teltronics Call Recording solution

A2B Radio Cars was established in 1991 and is now one of the largest Taxi Service / Private Hire Vehicle companies in the Midlands with over 400 private hire vehicles operating across the Solihull – Birmingham – Airport and BHX areas. The taxi firm has a reputation for reliability & high taxi service levels whilst operating 24 hours a day – 365 days a year.

With the latest in interactive booking service technologies including web booking, IVR (auto phone) booking, and an agent driven telephone booking service, A2B were looking to enhance their approach with a call recording solution that could provide both security for agents and drivers as well as consistency of service.

The A2B Radio Cars Brief

A2B required a cost effective resilient call recorder that was both user friendly and feature rich. They were keen to bring in a system that would help increase booking accuracy by verification of recorded customer calls as well as the ability to record the radio transmission between their agents and drivers.

The solution designed and implemented by Teltronics was a converged VoIP and Radio recording solution. This Praetorian Voice Recorder solution gave A2B Radio Cars the ability to record all incoming, outgoing and station to station activity across the call centre including all driver to call centre dispatch conversations.

“The **praetorian** VOICE RECORDER™ has enhanced our ability to complete bookings without contacting customers to confirm any missed details, liability for errors can be resolved without legal action.” said Mark Skermer Managing Director of A2B Radio Cars. “After evaluating a number of recording systems we chose the Teltronics solution for its simplicity of operation and its adaptability.”

With CLI display functionality the agents are able to run reports based on any time period for specific customers, giving A2B a valuable insight in to call volumes across their customer base. The solution allows them to proactively manage their staffing volumes for peak periods to ensure there are enough agents to provide high levels of customer service.

Servicing more than 15,000 calls per week, A2B Radio Cars uses technology to differentiate itself and ensure customers book a taxi with no fuss, quickly and efficiently, ensuring the taxi turns up to the right address every time.

Key Benefits to A2B Radio Cars

- Improved analysis of call patterns and call durations
- Staff appraisals improved to a high standard
- Radio transmissions recorded for driver disputes.
- Customer disputes are resolved quickly and efficiently

“We chose the Teltronics solution because of the product capacity and the overall presentation from the Teltronics representatives. We are very satisfied with the service from Teltronics.” said Mark Skermer.

