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AXIS Phone Ahead

AXIS Phone Ahead works with AXIS Emergency Road Service (ERS) to provide fully automated voice recordings of estimated time of arrival and “on scene” time to clients. Phone Ahead is a two component package which includes;

- a fully integrated portion of ERS software
- a Windows product on one or more standalone PCs (known as Phone Ahead PC) with Dialogic voice cards and numerous ports that accommodate multiple phone lines.

How it Works

1. The Call Taker indicates if the client would like to be contacted with progress information which includes an ETA, a change in ETA, or that the driver is en route to the pre-arranged location.
2. Then, once the call is dispatched, the Dispatcher, Driver, or the system can initiate an automated call with a simple command, informing Phone Ahead to contact the client.
3. This request is sent to the Phone Ahead PC, where a call is placed automatically and a designated recorded message is played.
4. The results/status of the Phone Ahead call are sent back to the Dispatcher/Driver along with the details of the call. For example, Phone Ahead PC indicates if the message was received by a person, answering machine or not at all.

ETA and Quality Service

Because providing quality service to clients is important, ERS has been designed to monitor driver response times to make sure they are arriving “on scene” before the expected time of arrival (ETA) expires. If a driver has not arrived before a pre-defined time, ERS automatically requests an ETA from the Dispatcher and/or Driver for a new ETA. Then, if necessary ERS automatically instructs Phone Ahead to send out a new ETA message to the client. Dispatchers can monitor this automated process.

ERS Drivers and Phone Ahead

By pressing a key on their mobile data unit, drivers can initiate a phone call informing the client that he/she is en route to the pre-arranged location. Phone Ahead sends a status code back to the Driver, indicating whether or not the call successfully reached the client. If necessary, the Driver can initiate another call.

Dispatchers Communicating Call Progress

After a call is dispatched, dispatchers can communicate/give an ETA to the client. Dispatchers enter a simple command into ERS (or Dispatcher Workbench), then select which pre-recorded message conveys the most applicable message to the client. Phone Ahead calls the client and plays the specified message. Then, Phone Ahead sends back a code indicating whether or not the message was received by the client. If the call attempt was unsuccessful, the Dispatcher can instruct Phone Ahead to try again.

Recorded Voice Messages

For accurate messaging, you can simply record all of your voice messages using your telephone. The AXIS ERS system, dispatchers, or drivers can then select which message should be sent to the client. If a situation arises that cannot be addressed using one of your club's existing messages, you can simply record a new message. Once saved, it can be accessed at any time along with the other stored messages.

Verifying Phone Ahead Results

Phone Ahead sends a message back to the Driver or Dispatcher who requested a call, but it also reports back to ERS. Phone Ahead codes appear in the Call Backs section of ERS Call Inquiry window, as well as in the ERS Member History window. You can use these codes to verify calls that were made to a client. These codes indicate that a call was attempted and whether or not it was received by a person, by an answering machine or not at all. Phone Ahead PC also updates a complete log of all transactions that you can keep for as long as you require.

What are the benefits of Phone Ahead?

- Phone Ahead's automated process ensures quality customer service without using time and resources to telephone clients.
- Drivers or Dispatchers can initiate a Phone Ahead call to clients, ensuring the task is taken care of promptly.
- Drivers specify the ETA that is reported to the client, guaranteeing a high level of accuracy.
- Clients are at the pre-determined location when the Driver arrives, because Phone Ahead informs clients that the driver is en route.
- Recording feature lets you record messages easily as new situations arise, allowing you to adapt Phone Ahead to your club's needs.
- Using a database of user-defined recorded messages, you can provide relevant and appropriate information to clients awaiting service.
- Phone Ahead records the outcome of the call attempt in the ERS Member History and Call Inquiry window, for verification purposes.
- Since Phone Ahead connects to your existing TCP/IP network, multiple Phone Ahead servers can be used from various branch locations to minimize long distance charges.
- Phone Ahead requires a one-time setup - no other maintenance is required, it runs itself.