



HigherGround®

Client: A2B Radio Cars

Location: Birmingham, UK

Industry: Services

Solution: Call Recording

History: A2B Radio Cars was established in 1991 and is now one of the largest Taxi Service/ Private Hire Vehicle companies in the English Midlands with over 400 private hire vehicles operating across the Solihull and Birmingham International Airport (BHX) areas. A2B Radio Cars specializes in airport transportation from the Birmingham International Airport (BHX) and has developed a reputation for the reliability and quality service extended to passengers and car renters while operating 24 hours a day, 7 days a week, 365 days a year.



THE CHALLENGE

Wanting to secure their reputation as a premier transportation service, A2B sought to effectively verify bookings and communication between agents and drivers.

With the latest in interactive booking service technologies including web booking, IVR (auto phone) booking, and an agent driven telephone booking service, A2B was 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 SITUATION

A2B required a cost-effective call recording solution that was both user-friendly and feature-rich to increase booking accuracy by verification of recorded customer calls as well as the ability to record radio transmission between their agents and drivers.

Teltronics Call Recording solution gave A2B the ability to accurately measure call activities such as incoming, outgoing, and station-to-station calls across the call center, as well as all driver to call center dispatch conversations.

WHY TELTRONICS?

Chosen for its simplicity and adaptability, the Teltronics Call Recording solution provides a converged VoIP and radio recording solution.

KEY BENEFITS

- Exceptional analysis of call patterns and call durations
- Improved staff performance appraisals
- Recorded radio transmissions for potential driver disputes
- Efficient resolution of any customer disputes

SUCCESS STORY

Driven By The Teltronics Call Recording Solution

THE RESULTS

With Caller Line Identity (CLI) display capabilities, the agents are now able to run reports for any customer at any time, giving A2B a valuable insight into call volumes across their customer base. The solution also allows the Company to proactively manage staffing volumes for peak periods ensuring there are enough agents to provide superior customer service.

Receiving more than 15,000 calls per week, A2B Radio Cars' use of the Teltronics technology guarantees customers book a taxi quickly and efficiently, and that the taxi reaches the correct address every time.

"Teltronics' Call Recording solution has enhanced our ability to complete bookings without contacting customers to confirm any missed details and liability for errors can be resolved without legal action. 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."

▲ Mark Skermer
Managing Director
for A2B Radio Cars



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