



TAXIS VERTS IS RELYING ON NIXXIS TO ENSURE YOU A SMOOTH RIDE

CHALLENGE

Industry

Transport Services

Taxis Verts is a leading dispatching company counting more than 550 vehicles of which about 100 vehicles are delivery vans and the rest are plain taxis.

The main company's activities are to receive taxi orders and organize them in the most efficient way. Taxis Verts manages 1000 taxi drivers and provides about 7000 rides per day.

Solution

Nixxis Contact Suite

Daily, especially during morning and afternoon peak hours the company faces a huge amount of inbound calls. Peak hours are associated with heavy traffic jams and Taxis Verts controls all of them by allowing customers to use automatic systems as IVR. Due to the increase in the number of transportation orders it is more complicated to manage customer's demands simultaneously via different communication channels.

Region

Europe

Location

Belgium, Brussels

"For dispatching company it is very important to be able to broadcast messages to customers and at the same time to pay a maximum attention at statistics on the various managed calls."

Michel Pêtre, Taxis Verts General Manager

SOLUTION

Taxis Verts highpoints that needs were rather specific and limited to a company size.

After a meeting with Nixxis team, Taxis Verts was convinced that a young but credible software publisher can provide a product that would meet company's requirements.

With its previous customer solution supplier, Taxis Verts was facing problems of a low interaction and inability to give a true customer approach. Taxis Verts needed a single solution and a perception of being a unique client. Nixxis was proud to offer its Nixxis Contact Suite solution and an ability to guarantee excellent business communication, 100% individual approach and a close relationship with the customer.

“While choosing a software provider many issues were taken into account and the most relevant was to find a flexible solution that could satisfy company’s nonstandard demands.”

Michel Pêtre

RESULTS



**INCREASE
IN THE NUMBER OF CALLS
HANDLED BY AGENT
PER DAY**



**IVR INTEGRATION
AND A GREATER CONTROL
OVER A LARGE
AMOUNT OF CALLS**



**RELIABLE
TECHNICAL SUPPORT
WITHIN 24 HOURS A DAY,
7 DAYS A WEEK**

NCS made possible to accurately record all customer orders and to avoid errors

A customized and ergonomic NCS interface adapted to specific business requirements

The opportunity to contact Nixxis at any time and get a personal approach to any problem

A possibility to be treated as a special customer