Abacus Travel Manchester

Abacus Travel are a Taxi operator in Manchester. They are expanding and currently have approximately 130 taxi's on the road. To maintain their growth plans Abacus needed to be able to handle more calls, take more bookings and at the same time reduce costs.

The key component to achieve these objectives was a cost effective yet specialised telephone system designed for their specific needs.

Room for future growth was also very important.

The most important factors for Abacus were:

- Handle more calls without increasing lines or staffing levels
- Detailed staff performance statistics
- Eliminating BT divert charges for out of area phone numbers
- Operational statistics to improve staff management
- Integration with taxi dispatching system

The telephony requirements for Abacus were unique. ProVu took a standard ProTalk SARK PBX phone system and developed extra features specifically for taxi operations.

ProVu designed, developed and integrated:

- Wallboard system showing real time call counters
- Autocab dispatch software integration
- Call statistics software

Key system facts

Call Centre Agents	4 - 8 depending on time of day/week
Calls Taken per Day	2000 - 4000 depending on time of year
Average call waiting time	~4.5 seconds
Average call length	~32 seconds
System uptime over six months	99.9%
Integration	Autocab Dispatching Software

Key changes

Before	After
Multiple ISDN2 lines on the wall	1 x ISDN30 + VoIP trunks
2 Lines per phone number	All phone lines shared between all nos. Much less chance of a busy tone.
Lots of BT phone bills	Two phone bills (ISDN and VoIP) – not from BT
Divert charges for out of area numbers	All divert charges eliminated by porting numbers to VoIP
Ad Hoc allocation of staff	Staff rotas based on real measures of inbound calls

Results

- 20% Saving on line rental charges with double the number of lines
- 100% Saving on divert call charges
- 20 second reduction in average waiting time
- 200% more calls answered