

# Taxi Aggregator CASE STUDY



Client: **TSP Technologies**

India's biggest B2B platform Connect with verified drivers, owners, and agents across all of India. Easily make and receive bookings. Earn steady work and great commission only on the Cab Aggregator.

With features like call and messaging on the Taxi Sanchalak app, you can easily negotiate and confirm rentals, and also when posting a booking you can choose whether you want to receive calls or just messages from the driver partner.





## CRM

To manage small business and agents being added in the systems.



## Admin Portal

To generate reports and privilege to enable to disable users/Systems



## Customer Facing Mobile and Web App

Web and mobile for end user.



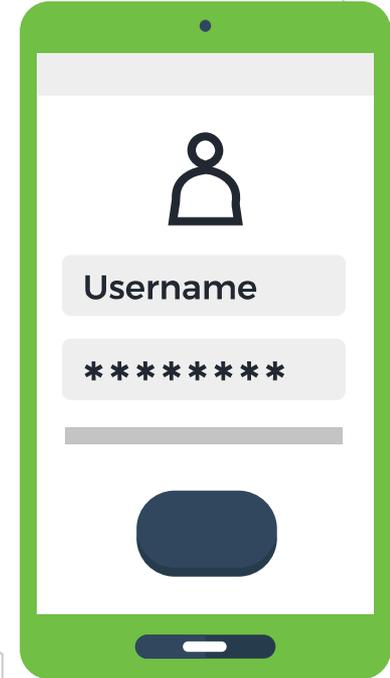
# Data for CRM

- A customer database: stores customer information such as contact details, ride history, and preferences.
- Communication tools: Allows the company to communicate with customers via email, SMS, and in-app notifications.
- Booking and scheduling: Allows customers to book and schedule rides in advance.
- Payment processing: processes customer payments and integrates with financial systems.
- Reporting and analytics: generates reports on customer behaviour and ride data to help the company make informed business decisions.
- Feedback and rating: Allows customers to provide feedback and ratings on their ride experience.
- Support and ticketing: Allows customers to request support and track the status of their support requests.
- Driver management: allows the company to manage and track driver information, including driver qualifications, vehicle information, and ride history.
- Automated workflows: allows the company to automate repetitive tasks such as customer onboarding, driver onboarding, and ride scheduling.
- Integration with other systems: allows the company to integrate the CRM system with other systems such as GPS tracking, dispatching and scheduling, and financial systems.



# Customer Web and Mobile Product

- **Booking:** Allows Agents/Driver/user to post a booking or accept a booking, view fare estimates, and track the status of their ride in real-time.
- **Payment:** Allows Agents/Driver/cab owner to securely make payments for their rides using various methods such as credit card, debit card, or mobile wallet.
- **Ride history:** Allows customers to view their past rides and access ride receipts.
- **Rating and feedback:** Allows Agents/Driver/cab owner to rate their ride experience and provide feedback to the company.
- **Customer support:** Allows Agents/Driver/cab owner to contact customer support and track the status of their support requests.
- **Promotions and discounts:** Allows customers to view and redeem promotions and discounts offered by the company.
- **Profile management:** Allows customers to update their personal information and preferences, such as contact details and payment methods.
- **Push notifications:** Allows customers to receive push notifications about the status of their rides and other important information.
- **In-app messaging:** Allows Agents/Driver/cab owner to communicate with the each other and customer support team through in-app messaging.
- **Integration with other apps:** Allows customers to integrate the cab-hailing app with other apps such as Google Maps or Apple Maps, allowing them to easily track their ride location, and also with the calendar, to book the ride in advance.



- User management: Allows administrators to add, edit, and delete users, as well as assign roles and permissions.
- Data management: Allows administrators to view, edit, and delete data, such as customer information, ride history, and driver information.
- Reports and analytics: Allows administrators to view reports and analytics on various aspects of the service or application, such as customer behavior, ride data, and driver performance.
- Configuration and settings: Allows administrators to configure and manage settings for the service or application, such as email settings, payment settings, and security settings.
- Support and ticketing: Allows administrators to view and manage customer support requests and track the status of support tickets.
- Driver management: Allows administrators to manage and track driver information, such as driver qualifications, vehicle information, and ride history.
- Payment management: Allows administrators to manage and track payments, including reconciling payments, and handling refunds and chargebacks.
- Automated workflows: Allows administrators to automate repetitive tasks such as onboarding and offboarding of customers and drivers.
- Integration with other systems: Allows administrators to integrate the admin portal with other systems, such as GPS tracking, dispatching and scheduling, and financial systems.
- User access and permissions management: Allows administrators to set different levels of access for different users, based on their roles and responsibilities.



**THANK  
YOU**