



## Dispatch Messenger Service

Securely send written messages and monitor vehicle arrival times live in inViu pro

### Clear communication

Are you tired of hearing the same story from frustrated dispatchers trying to contact one of your drivers, a number of times to communicate a change to an order, only to find, that the driver is unreachable? Perhaps the dispatcher calls the wrong person causing delays in communication?

This is a common and unfortunate issue in many companies. The unreachable driver may be on the road in an area with no reception or may have no mobile. These incidences cause the dispatcher to spend unnecessary time on driver communication, rather than time focusing on customers and scheduling.

Phone calls are generally more time-consuming than written communication and are considerably more expensive. With text messages (SMS), its delivery is never assured. What can you tell the customer who calls wanting to know the exact time of delivery?

Imagine if your dispatcher could take one quick look online and see the navigation system's estimated arrival time and the remaining route for each driver. This is what the inViu pro can offer you.



### ENAIKOON's dispatch messenger features

#### Optimal driving order management

- orders and destinations are sent from the dispatcher to the navigation display in the vehicle
- drivers can accept or reject an order with one click
- drivers can send written messages to the dispatch software
- complete routes sent to vehicles
- selection of destinations in the navigation system's order list

#### Clear, written communication

- all driving orders, messages, and message status updates can be viewed and verified in inViu pro
- written communication can prevent oral misunderstandings, like trips to the wrong customer or going to the wrong address
- no more tedious typing of destinations using the navigation system keypad; one click on the order address is all that is required

#### Faster overview of all information

- faster overview of all orders and messages
- instant overview of locations and arrival times

#### Save time and money

- Fewer expensive phone calls – particularly when abroad, fewer unverifiable, expensive text messages
- accurate and quick responses to customer enquiries
- vehicle communication is saved during poor mobile transmission and sent immediately, as soon as the signal is strong enough – no unnecessary call-backs

#### Safety in road traffic

- all phone conversations via hands-free hardware, so that the driver can concentrate on the road ahead

## Where can Garmin® telematics be applied?

Dispatch support is particularly important for forwarding agencies, transport companies, police departments, fire departments, emergency services, courier services, taxis, service fleets, and many more.

## Dispatch messenger service works with ENAIKOON messenger

- device options:
  - ENAIKOON v-locator-mobile cellphone software for Windows® Mobile® or Blackberry®
  - ENAIKOON locate-06 telematics module with a display connection, e.g. Garmin® navigation device with a telematics interface or ENAIKOON display-56
- traceable, written communication
- low-cost transmission of messages via GPRS with the SIM card in the tracking module
- connection to a Garmin® navigation device or use of a mobile phone navigation software
  - route planning and driving instructions
  - accurate transfer of order addresses, as navigation system destinations
  - transmission of estimated arrival times and remaining travel distance to the web portal
- easy to use for drivers and dispatchers

## Selection of Garmin® nüvi® navigation devices



**Garmin® nüvi® 1240**  
the Starter's model



**Garmin® dezl® 560LT**  
for Truck Navigation



**Garmin® nüvi® 1350T**  
the All-Round Model



**Garmin® nüvi® 1490TV**  
with TV Reception

## ENAIKOON's telematics overview

- offering a large selection of different telematics modules, creating customised solutions for almost any possible application
- wireless communication in real-time so you always know what's going on
- powerful and secure web-based solution with:
  - no software installation required
  - data retrieval via any web browser or on your mobile phone
- automatic e-mail and text message reports for ease-of-use
- evaluations put you in the know: driver log-book, daily and weekly reports about individual drivers or equipment, break times, and speed profiles

## Easy-to-use technology

- installation of the device within minutes
- maintenance-free operation with detailed manual
- hotline with local call charges

## Display



**ENAIKOON display-56**  
with driver-id integration

*"Made in Germany" quality you can trust*