Mobilitat Chitchat

## Mobile attends 2013 International CES Show in Las Vegas!

The Mobilitat staff was fortunate to attend the 2013 International CES (Consumer Electronics Show) in Las Vegas in January while having our annual business meeting. CES is a major technology related tradeshow held each January in Las Vegas. The Consumer Electronics Association-sponsored show typically hosts previews of products and new product announcements.

According to the CES website, this year's tradeshow had over 3,000 exhibitors showcase a wide range of innovative products. This year the categories included 3D, Accessories, Audio, Automotive Electronics, Embedded Technology, Lifestyle Electronics, Wireless & Wireless Devices to name a few.

It's impossible to leave a show like CES 2013 behind and not feel like you may have missed something, but Mobilitat feels inspired and looks to bring you the best in transit technology and software again in 2013! Happy New Year!

Tricks & Tips

Text Search Tickets:
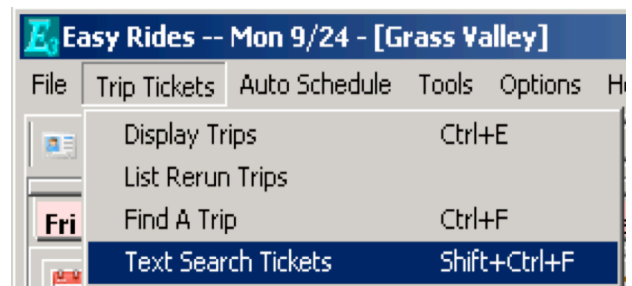
If you need to find a trip, you can use the *Find a Trip* function, but if you know of some text specific to the trip, you can instead use the *Text Search Tickets* menu item to search any text that might be on the trip ticket.

You will be prompted to enter the text to search for, and then be presented a list of trips that match that search. Double clicking an item in the list will open the corresponding trip ticket for quick and easy editing.

Need help utilizing this feature? We're always happy to help, just give us a call at 888-806-6595.

Spotlight: Customer Support

When I first started working at Mobilitat and was given more responsibility for taking support calls, I was nervous. I often wondered - what if I don't know how to help? It didn't take long for me to realize that most calls are questions about the best way to do something in Easy Rides or someone asking for help with a report they need. Now I've been training and supporting Easy Rides users for over 10 years.

Of course I'm not the only one, and that's what makes it work. Mobilitat customers have access to a diverse team with different and complementary skills. Raise your hand if you've ever had your support call to a software company escalated all the way up to the designer and chief programmer of the software. Ok, I know all of you Easy Rides users are raising your hand - what about any other software? Shoot, where else can you even get a real person to answer the phone right away?

I have it good here at Mobilitat. See, when I get a call that I can't resolve quickly, I just rub the genie's lamp that I have on my desk and Cliff or Ken magically appears in our call to help. Sometimes, their mere presence in the call is enough - and I "Pink Bunny" it. Cliff or Ken (I'm not sure which) coined that phrase while in college because sometimes if you just describe the problem out loud to someone else (or even a stuffed pink bunny) you'll realize what you missed and figure it out on your own.

I got a call the other day from a very worried customer who was in a panic about what they had just done in Easy Rides. You see, someone had accidentally archived the day schedule for tomorrow. What trips would be missing? How would we find them? How would we get them back? Would we have to rebuild the whole day with hundreds and hundreds of trips from scratch? It was my pleasure to inform her that in actuality, it was no problem at all. Since Easy Rides is designed to only archive trips that are finalized, that means that only the cancelled, deleted, denied, suspended trips were archived. All of the trips they really need for tomorrow (requested, pool, and scheduled) remained on the schedule.

Many of you have heard me say this before, but I really do enjoy helping you because I know that there is nothing we can't resolve. I get to help solve problems and make peoples jobs easier. I get to hear your great ideas for Easy Rides and see them actually developed. And with this team and our exceptionally robust and well-designed products, Easy Rides is easy to support.

-Paul Gardner, Director of Training & Support

Upcoming Training

Feb 28th: Using the Planner Board
March 28th: Vehicle Events
April 25th: TBD

Upcoming Conferences

April 21-22 - AzTA Conference, Flagstaff, AZ
May 5-8 - APTA Conference, Indianapolis, IN
May 9-10 - URSTA Spring Conference, Price, UT
May 13-17 - CalACT 2013 Lake Tahoe, CA

Contact Us

If you need to change your email address, would like to subscribe or unsubscribe from the newsletter or have a suggestion, email us at:
newsletters@mobilitat.com
or call us toll free at 888-806-6595

Follow Us

Follow us on Facebook and Twitter!

/mobilitat

#mobilitat