Get to know the new Waitlist feature

What's new

We've made it easier to identify and manage Waitlisted rides. The changes below will save your team time when reviewing and confirming/denying Waitlisted rides each day, *and* automatically keep riders up to date on the status of their ride requests. It's a win-win.

For clarity, "Waitlisted" rides are defined as rides that were not able to be assigned to a specific shift when it was booked. In this case, riders have been told that their ride request is on the Waitlist and will be confirmed or denied at a later date.

This update comprises of 4 key improvements:

1. **New "Waitlisted" Badge:** Waitlisted rides in the Unassigned Queue will now be marked with a highly-visible, easily understood "Waitlisted" label, so you can be 100% sure about the status of a given ride.
    a. If you confirm the ride, its status auto-updates to "Booked" (and must now be assigned by an agent or by ViaAlgo).
    b. If you decline the ride, it disappears from the Unassigned Queue (and the Rider App, when relevant).
2. **Expanded Filtering options for Waitlisted and Recurring Rides:** You can now filter the Unassigned Queue for only Waitlisted rides, or only Recurring Rides vs Single Rides. This makes it easier to focus on rides that need attention.
3. **Automated Rider Communications:** When you confirm or decline a Waitlisted ride, you can send riders a SMS notification in a click (or choose not to).
4. **Prioritization of Waitlisted rides during Optimize All Process:** If your service uses Optimize All, ViaAlgo will continue to prioritize Confirmed rides over Waitlisted rides that have not been confirmed when assigning rides to the Ride Plan

What you'll see

You'll find waitlisted rides in the Unassigned Rides Queue, as you do today. Click the "Unassigned Rides" button at the top right hand corner of the Ride Plan to see all unassigned rides for the selected day. Waitlisted rides will now have a "Waitlisted" badge.
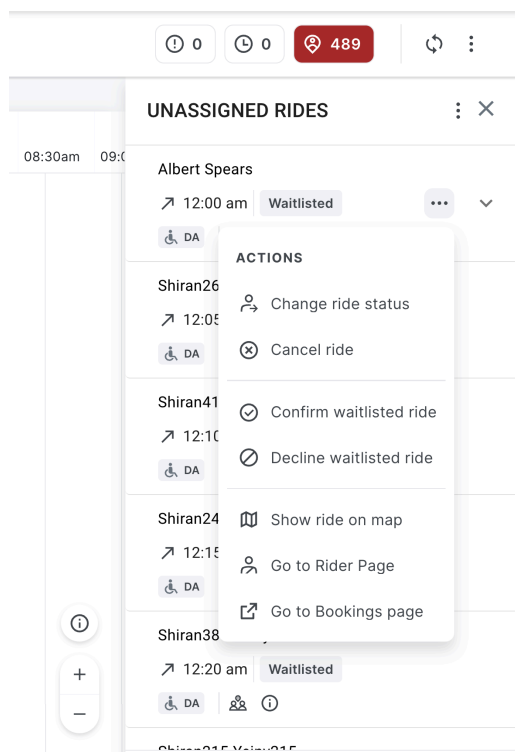

How it works

Confirm or Decline Waitlisted rides individually

You will now be able to confirm and decline waitlisted rides.

1. Click the menu (three dots) at the top right corner of the ride card in the Unassigned Rides queue.
2. Select "Confirm waitlisted ride" or "Decline waitlisted ride".

3. A pop-up message will appear, asking you to confirm that you wish to continue with either confirming or declining this ride. **At this time, you should also indicate if you do not wish to notify the rider about this action.** Press 'Confirm ride' or 'Decline ride' to proceed with the action.

Confirm this waitlisted ride ✕

This action will confirm this waitlisted ride and it will still need to be assigned. Rider will be notified. Do you wish to continue?

⚠ This action cannot be undone.

☑ Notify the rider

Cancel   **Confirm ride**

Decline this waitlisted ride ✕

This action will decline this waitlisted ride and remove it from the Ride Plan. Rider will be notified. Do you wish to continue?

⚠ This action cannot be undone.

☑ Notify the rider

Cancel   **Decline ride**

Important Notes on Confirming/Declining Rides:

- These actions cannot be undone.
- See the '**Rider Communication**' section below for more details regarding the rider messages triggered by these actions.
- **If you confirm a ride:** the ride will still be in the Unassigned Queue in the Ride Plan but no longer has the Waitlisted badge. On the Rider Management and Bookings page, they will be labeled "Booked"
- Confirmed rides will have higher priority during "Optimize All" compared to non-confirmed Waitlisted rides.
- **If you decline a ride:**, the ride will no longer be found in the Unassigned Rides Queue in the Ride Plan. On the Rider Management and Bookings page, they will be labeled "No Ride".
  - Declined rides are no longer eligible for assignments to vehicle shifts. These rides will thus not be served.
- If the waitlisted ride is part of a recurring booking (i.e., ride series), confirming or declining the ride will affect only the ride instance on the date of the Ride Plan.

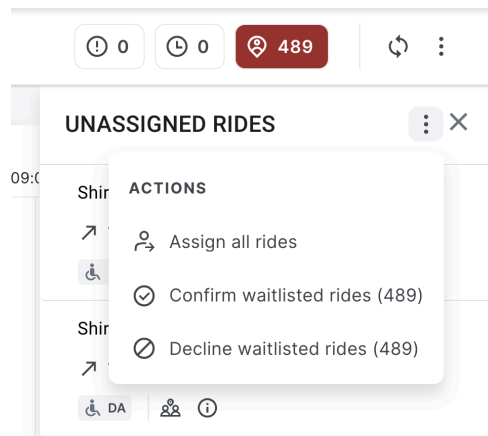**Confirm or Decline waitlisted rides in bulk**
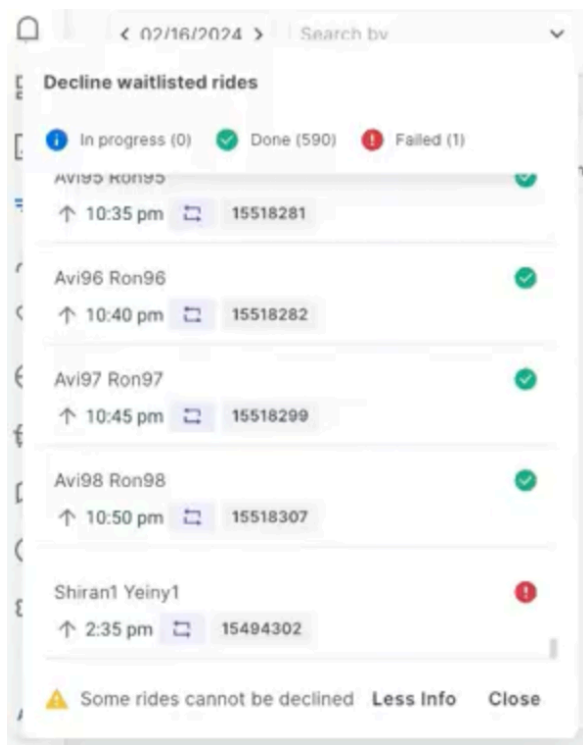
To confirm or decline rides in bulk:

1. An agent can identify a subset of rides in the Unassigned Queue with **search and filters** on the Ride Plan. For example:
   - Filter by Ride Type (Single/ Recurring)
   - Filter by Waitlisted rides only
   - Search by Rider Name/ Rider ID/ Ride ID
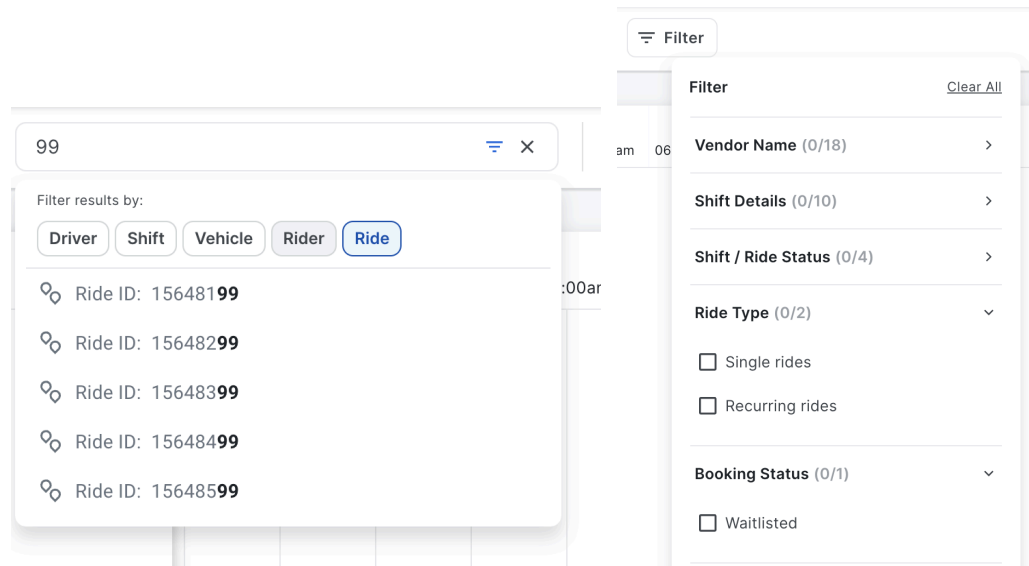
2. Click the menu (three dots) at the top right of the Unassigned Queue.

3. Select "Confirm waitlisted rides" or "Decline waitlisted rides". The number on the menu item indicates the number of rides affected by this action.

4. A pop-up message will appear, asking you to confirm that you wish to continue either Confirming or Declining all rides in the Unassigned Queue. At this time, you should also indicate if you do not wish to notify all relevant riders about this action.

5. Press 'Confirm rides' or 'Decline rides' to proceed with the action.

Important Notes on Confirming/Declining Rides in Bulk:

- The action is limited to less than 1000 rides at a time. If you want to confirm/ decline more than that, you will be required to further filter to a smaller subset.
- These actions cannot be undone or canceled midway.
- During the process and once the process is completed, Agents can see the status of each ride in the status box on the Ride Plan.
  - Hovering over the failed icon on the individual ride will give a more detailed status and failure reason.

Rider Communications

Each time you confirm or decline a waitlisted ride, you can decide whether or not you'd like to notify the rider of this action. If you choose to notify the rider, they will receive either a message containing their ride details (in the case of a confirmation), or a message explaining that their ride will not be served (in the case of a decline).

- These messages are sent via SMS/ voice call based on each rider's communication preference (field set on Rider Profile).
- Messages will only be sent between 7am to 11pm local time. If rides are confirmed/declined outside these hours (i.e. after 11pm and before 7am), messages will be sent at 7am.

- ○ If you'd like to change these hours please submit a zendesk ticket
- In case a Waitlisted ride is automatically assigned to a shift, riders can receive the same confirmation message.
  - ○ Note this message is optional. You can submit a zendesk ticket in case you want to this message to be send upon assignment
- Agents can review messages sent on the rider's Rider Management page by clicking the "text rider" button at the bottom right.
- The following messages are additional to any day-before ride reminders sent to riders.

<table>
<tr><td>

Automatic

Unfortunately, we are unable to serve your ride. For reference, the details of that ride are below. Start date and time: 14/02/2024 Departure at 19:05 from 8 Leopold Rd, London W5 3PB, UK.

14/02/2024 12:51 PM

</td><td>

Automatic

Hi Jane Test, your request to ride with VIA-TEST-SERVICE-DEMO is confirmed. Here are the details: Ride date and time: 23/02/2024, departing between 23:45 & 00:15, Pickup location: 21 Wood End Ln, Northolt UB5 4JN, UK, Dropoff location: 119 Witherston Way, Coldharbour Estate, London SE9 3JL, UK.

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<tr><td align="center">

Ride Confirmed Message

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Ride Declined Message

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4. Rider App Experience

For services that have a **Rider App,** the status of a waitlisted ride will automatically change when the agent confirms or declines it. As long as the ride is on the waitlist, the rider app will show the ride as "pending". If confirmed, the ride will change to "Confirmed" when riders are looking at the "Scheduled Rides" page within the app. If a waitlisted ride is declined, the ride will disappear from the "Scheduled Rides" page in the app and the rider will receive a Push notification, SMS, or voice call (unless the agent chose not to notify).

5. Reporting

Giving agents the ability to confirm and decline waitlisted rides allows for more accurate reporting on these rides in Via's analytics suite.

When a ride is declined, it will be marked in Via's data as "Unmet Demand".

confirmed waitlisted rides as well as waitlisted rides that are neither declined nor confirmed, will be categorized as "Met Demand". A ride's eventual status (pending, canceled, completed, no-show) will be reflected in the data reporting.

Next steps

We'll introduce the Waitlist feature in the next few weeks. Your Partner Success manager will let you know the exact date in advance. We value your feedback as we work to build the best product for your needs, so feel free to share suggestions on how to improve this feature as your team starts using it through Zendesk.