

CUSTOMER CONTACT CENTRE

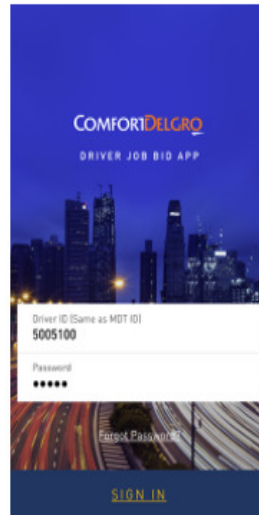
Heat Map Integration in ComfortDelGro Bidding App

A) How to view heat map in ComfortDelGro Bidding App?

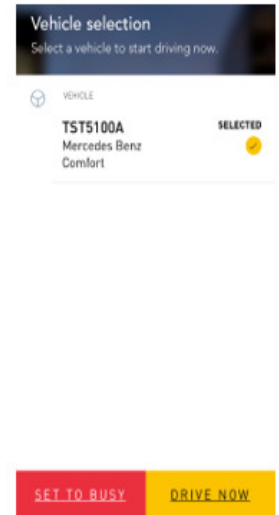
1) Launch ComfortDelGro Bidding App



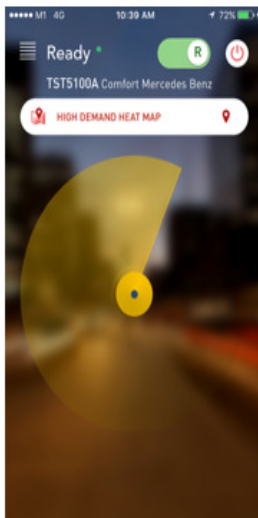
2) Login to your account



3) Select the “vehicle” that you are driving and select “Drive Now”



4) Select “High Demand Heat Map”





5) Nearby zone with high demand hotspot



6) Islandwide view with high demand hotspot



***Note:** In order to view heat map, please switch App status to “Ready”  status and select “”

Heat Map Integration in ComfortDelGro Bidding App

B) How does Heat Map look like?

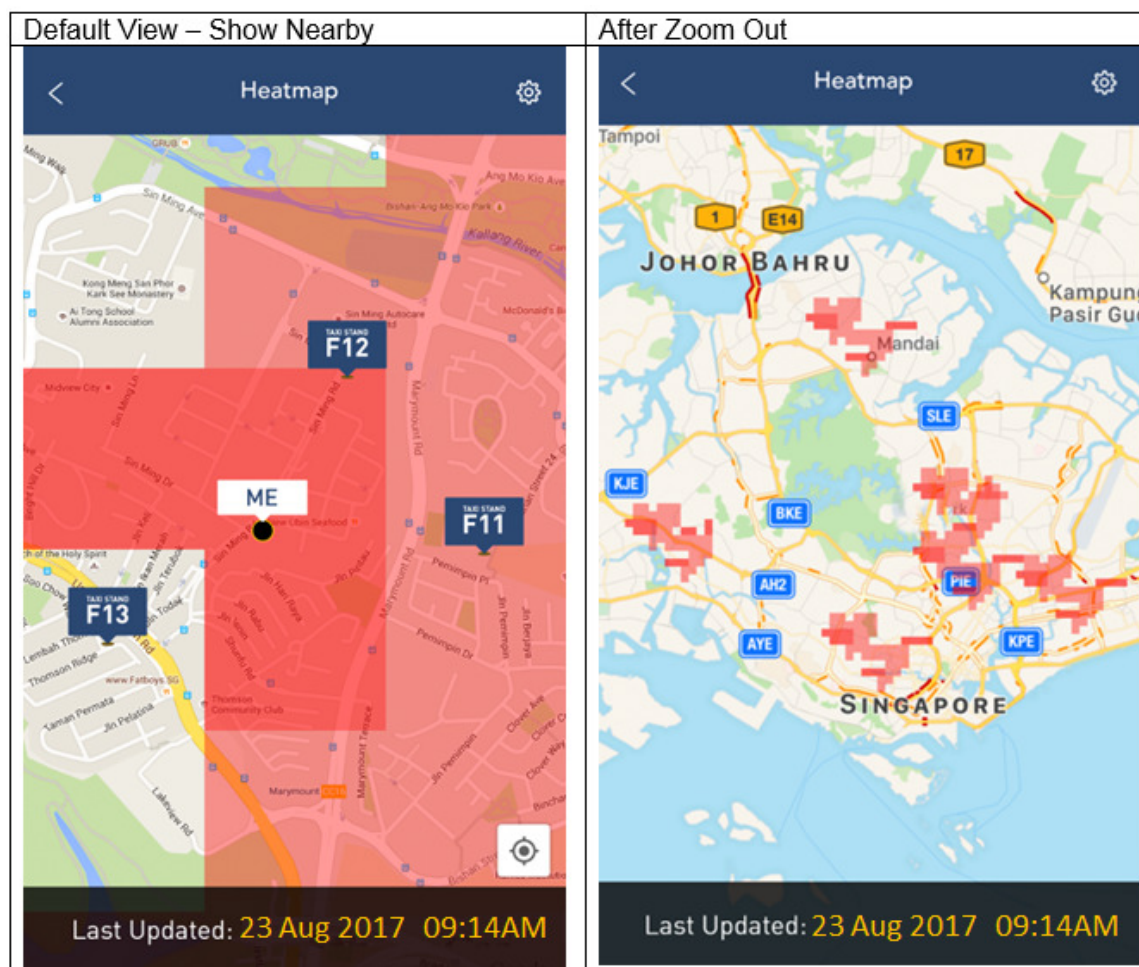
The heat map shows demand based on 2 tiers.

Tier 1 (highest demand), will follow the **darker shade colour** in setting

Tier 2 (medium demand), will follow the **lighter shade colour** in setting

***Note:** High demand heatmap is only an estimated calculation base on real time demand over supply of taxis.

Below are the overview display of the heat map in **nearby** & **islandwide** view :

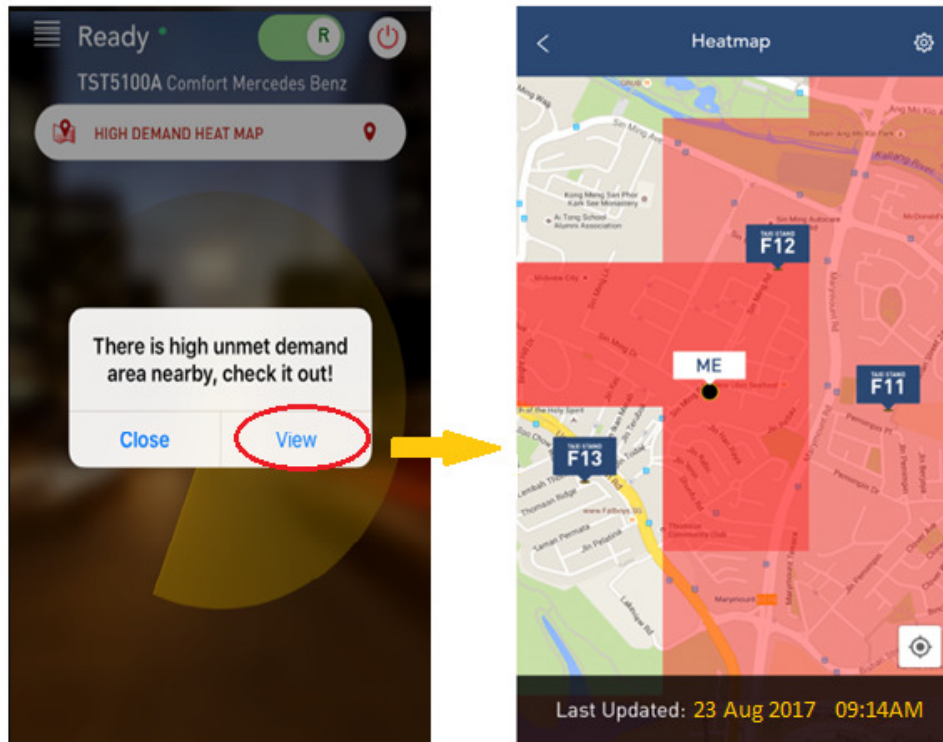


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C) When will driver receive push notification?

When taxi is cruising on the road and there is a high demand of taxis on a nearby location, driver will receive a push notification.



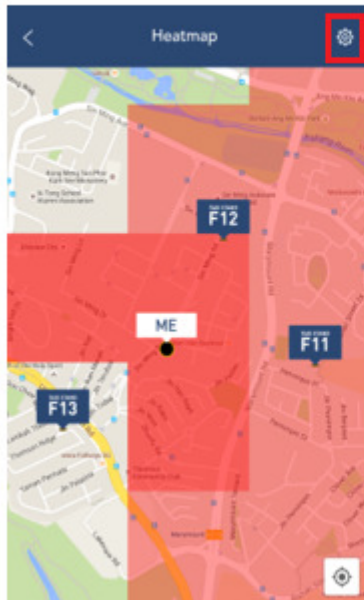
When driver taps on view, Heat Map will be launched.

***Note:** In order to receive push notification, please enable the “CDGDriver” notification in your phone setting.

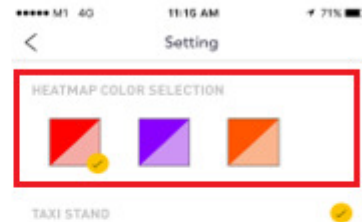
Heat Map Integration in ComfortDelGro Bidding App

D) How to choose your own “Hotspot” Preference Colour?

1) Select the “Setting” Option



2) Choose your “Hotspot” Preference color and select “Done”

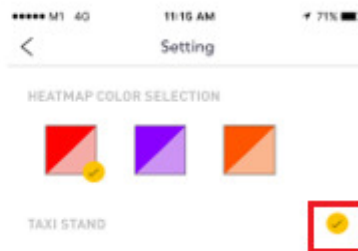


E) How to disable taxi stand icon in heatmap?

1) Select the “Setting” Option



2) “Uncheck” the box to disable taxi stand icon and select “Done”



***Note:** Default setting is enabled for taxi stand icon in heatmap view

Heat Map Integration in ComfortDelGro Bidding App

我们的电召竞标应用软件将可以使用拥有最新功能的顾客需求热点地图了。

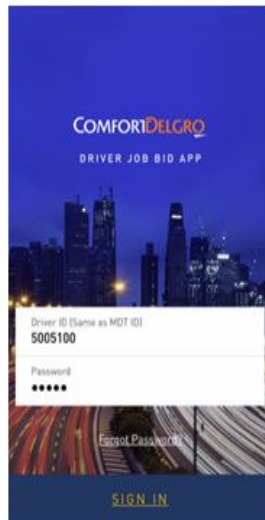
如果您还没有下载这款软件，只需要简单搜索然后在 App Store 或者 Play Store 下载 ComfortDelGro Bidding App 即可。

A) 如何在康福德高电召竞标应用软件中查看热点地图？

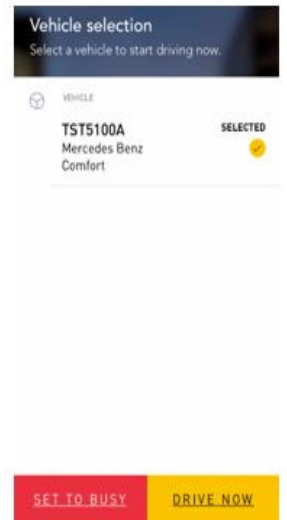
1) 运行康福德高电召竞标应用软件



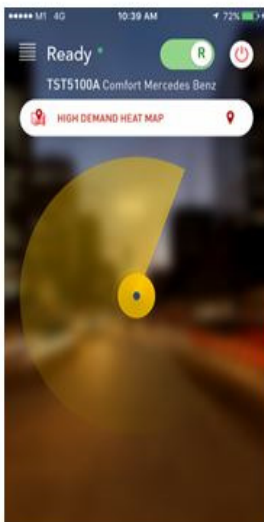
2) 登录您的账户



3) 选择您正在驾驶的“车辆”然后点击“Drive Now”



4) 选择“High Demand Heat Map”



5) 高需求热点的附近地区视图



6) 高需求热点的全岛视角视图



***注意：**要查看热点地图时，请将应用软件设置为“Ready”  模式然后选择



Heat Map Integration in ComfortDelGro Bidding App

B) 热点地图的外观是怎样的？

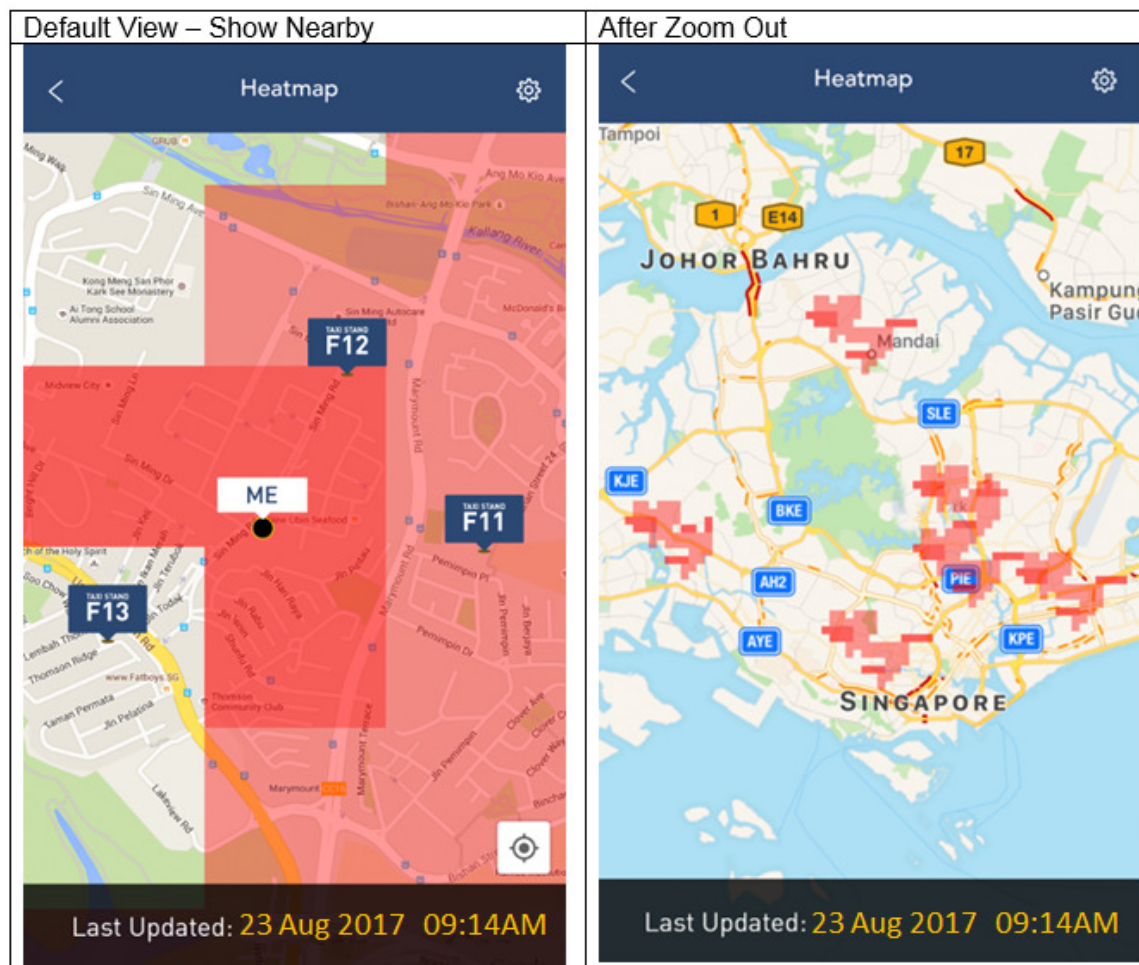
热点地图分为 2 个层次来显示需求。

层次 1（高度需求）的颜色设置较深。

层次 2（中度需求）的颜色设置较浅。

***注意:** 高需求热点地图仅仅是一个基于德士实时供不应求的情况的估算方法。

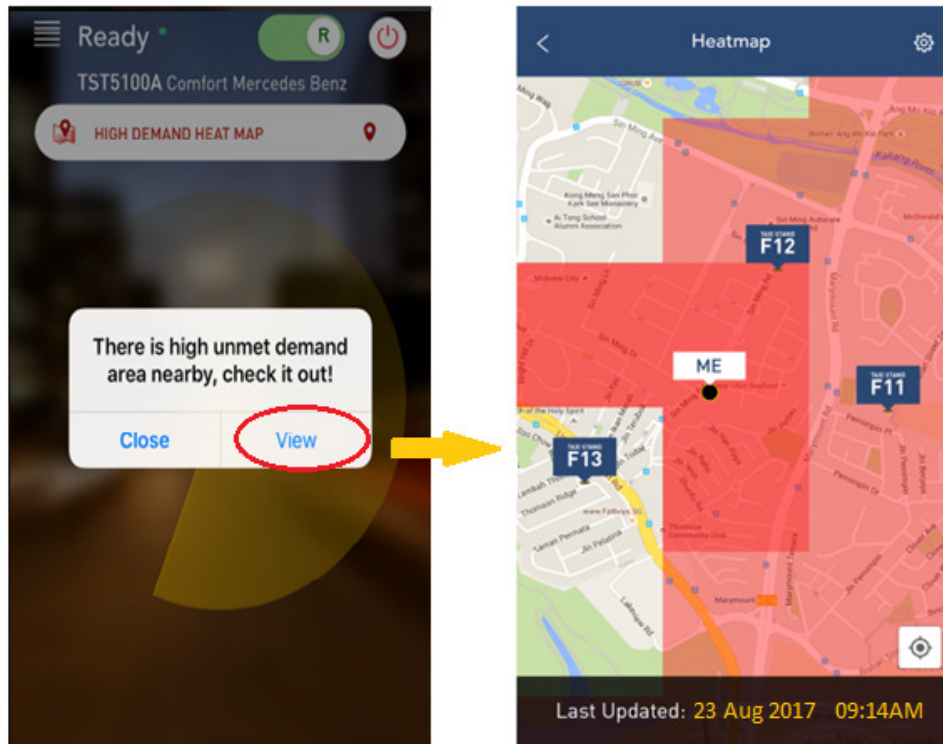
下面是热点地图中**附近地区**和**全岛视角**的整体视图：



Heat Map Integration in ComfortDelGro Bidding App

C) 德士师傅什么时候会收到推送通知?

当德士在路上行驶且附近地区有高度的德士需求，德士师傅会收到一条推送通知。



当德士师傅点击“view”，热点地图将会开始运行。

***注意:** 为了接收推送消息，请将您的手机设置为允许“CDGDriver”推送通知。

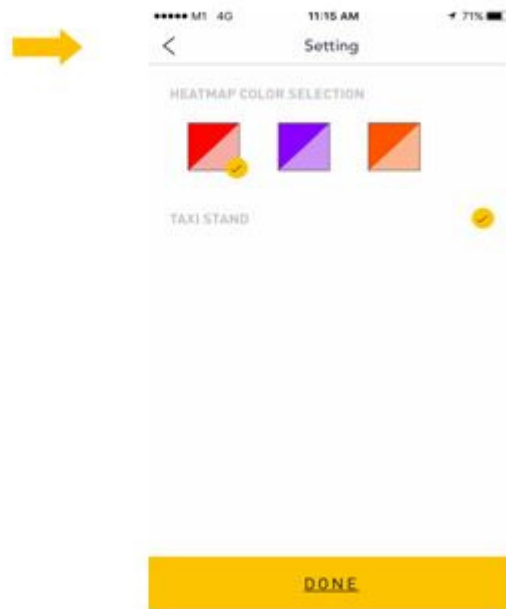
Heat Map Integration in ComfortDelGro Bidding App

D) 如何选择自己偏爱的“热点”颜色？

1) 点击“Setting”选项



2) 选择您偏爱的“热点”颜色然后点击“Done”



E) 如何在热点地图中禁用德士站图标？

1) 点击“Setting”选项



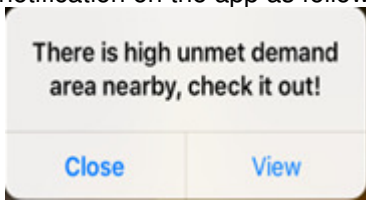
2) “取消查看”图标框来禁用德士站图标



*注意: 默认设置是在热点地图中启用德士站图标

Heat Map Integration in ComfortDelGro Bidding App

Driver FAQ（常见问题）

S/N	Question	Answer
1	<p>When I launched the ComfortDelGro Bidding App, I'm unable to find the 'Demand Heat Map' feature.</p> <p>当我运行康福德高电召竞标应用软件时找不到“顾客需求热点地图”功能。</p>	<p>This feature is available in the ComfortDelGro Bidding App version 2.1.0. Simply search and download the latest version of ComfortDelGro Bidding App from App or Play Store.</p> <p>康福德高电召竞标应用软件 2.1.0.版本拥有此功能。简单搜索然后在 App Store 或者 Play Store 下载最新版本的软件即可。</p>
2	<p>I noticed that when I update the App to "Busy" status, I don't see the "High Demand Heat Map" Selection?</p> <p>我注意到当应用软件被设置成“Busy”模式时，就不会有“高需求热点地图”选项了？</p>	<p>To access the "High Demand Heat Map" Selection, please update the App status to "Ready" mode.</p> <p>要使用“高需求热点地图”选项，请将应用软件设置为“Ready”模式。</p>
3	<p>It seems that the Heat Map doesn't auto refresh.</p> <p>热点地图似乎不会自动刷新。</p>	<p>Currently heat map doesn't auto refresh to prevent huge data consumption.</p> <p>In order to refresh the Map, simply pan on any area of the map or press the "<" back arrow and re-launch the map.</p> <p>目前热点地图不会自动刷新是为了避免消耗巨大的流量数据。</p> <p>要刷新热点地图，只需要在地图的任意位置滑动屏幕或者点击“<”回退图标然后重新运行地图。</p>
4	<p>When I am on the heat map screen, will job offer still come in?</p> <p>当我处于热点地图页面时系统依然会发送电召工作吗？</p>	<p>Yes, system will auto switch to Job Offer screen when there's job available. If you want to view the heat map again, select 'High Demand Heat Map'.</p> <p>是的，当有合适的电召工作时系统将自动转换到电召页面。如果您想要再次浏览热点地图，选择“High Demand Heat Map”。</p>
5	<p>How would I know which location or zone has the highest demand of taxis?</p> <p>我要怎样得知哪些地点或地区的德士需求量高？</p>	<p>When you're entering to a nearby zone with high demand of taxis, there will be a push notification on the app as follows.</p>  <p>The area with the darker colour shade will indicate higher demand for taxis.</p> <p>当您正在进入一个有着较高的德士需求量的附近区域时，软件会如下图所示推送一则通知。</p>

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6	<p>What happens if I launch the heat map and driving at the same time, will my vehicle location be updated?</p> <p>如果我在驾车的同时运行热点地图，车辆的位置会同步更新吗？</p>	<p>Yes, you will see your vehicle location on the heat map. It is based on your Handphone device GPS location.</p> <p>是的，您将在热点地图上看到您车辆的位置。这是根据您手机上的 GPS 来定位的。</p>
7	<p>The hotspot colour is too bright for me, what can I do?</p> <p>我觉得热点的颜色太亮了，我应该怎么做？</p>	<p>You may wish to change your colour preference in heat map setting.</p> <p>Click "Done" to save changes. Refer to the guide in Point D.</p> <p>您可以在热点地图的设置里更改您偏爱的颜色。</p> <p>点击“Done”来保存改动。 详情请参考 D 部分的指导。</p>
8	<p>Do I have option to hide the taxi stand icons on the heat map?</p> <p>我可以选择在热点地图上隐藏德士站图标吗？</p>	<p>Yes, simply go to heat map setting and uncheck the "Taxi Stand" box and click "Done" to save changes. Refer to the guide in Point E</p> <p>是的，进入热点地图设置取消查看“Taxi Stand”图标框然后点击“Done”保存改动。 详情请参考 E 部分的指导。</p>
9	<p>Will the heat map consume a lot of data?</p> <p>热点地图会消耗大量的流量数据吗？</p>	<p>No, data usage on an average approximately 4.3MB per hour.</p> <p>This is about 1.1GB per month for a driver who logon 10 hours per day with 26 days of driving per month.</p> <p>不，流量数据的平均消耗量大约为每小时 4.3MB。</p> <p>例如，一位德士师傅每月驾车 26 天每天 10 小时，他每月大约会消耗 1.1GB 流量数据。</p>
10	<p>Will the heat map consume a lot of battery?</p> <p>热点地图会消耗很多电量吗？</p>	<p>No, battery consumption on an average is approximately 15% per hour.</p> <p>不，电量的平均消耗量大约为每小时 15%。</p>