

Swoop Mobile Web

Enable a Seamless Digital Experience for All Your Clients

Through the Swoop Dispatch Management, branded digital intake is enabled for all your clients for a truly omnichannel experience.

Impact of Digital

>70% of consumers opted into a digital experience.

5+ Increases NPS an average of 5 points higher.

2X Consumer preference for digital has more than doubled in the past 5 years.

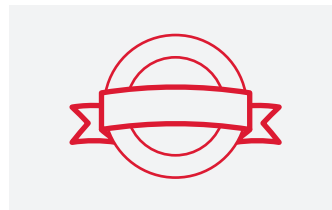
Benefits



Easy to use



Great customer experience



Reflect client brand



Streamlines dispatch process

Features



Branded

Client logo and color can be configured on a per client basis.



Coverage Verification

Look up options for client programs through the web app.



Localization

Match language and convention on a per client, region basis.



Customer Satisfaction

Integrated closed loop and experience surveys.



Payments

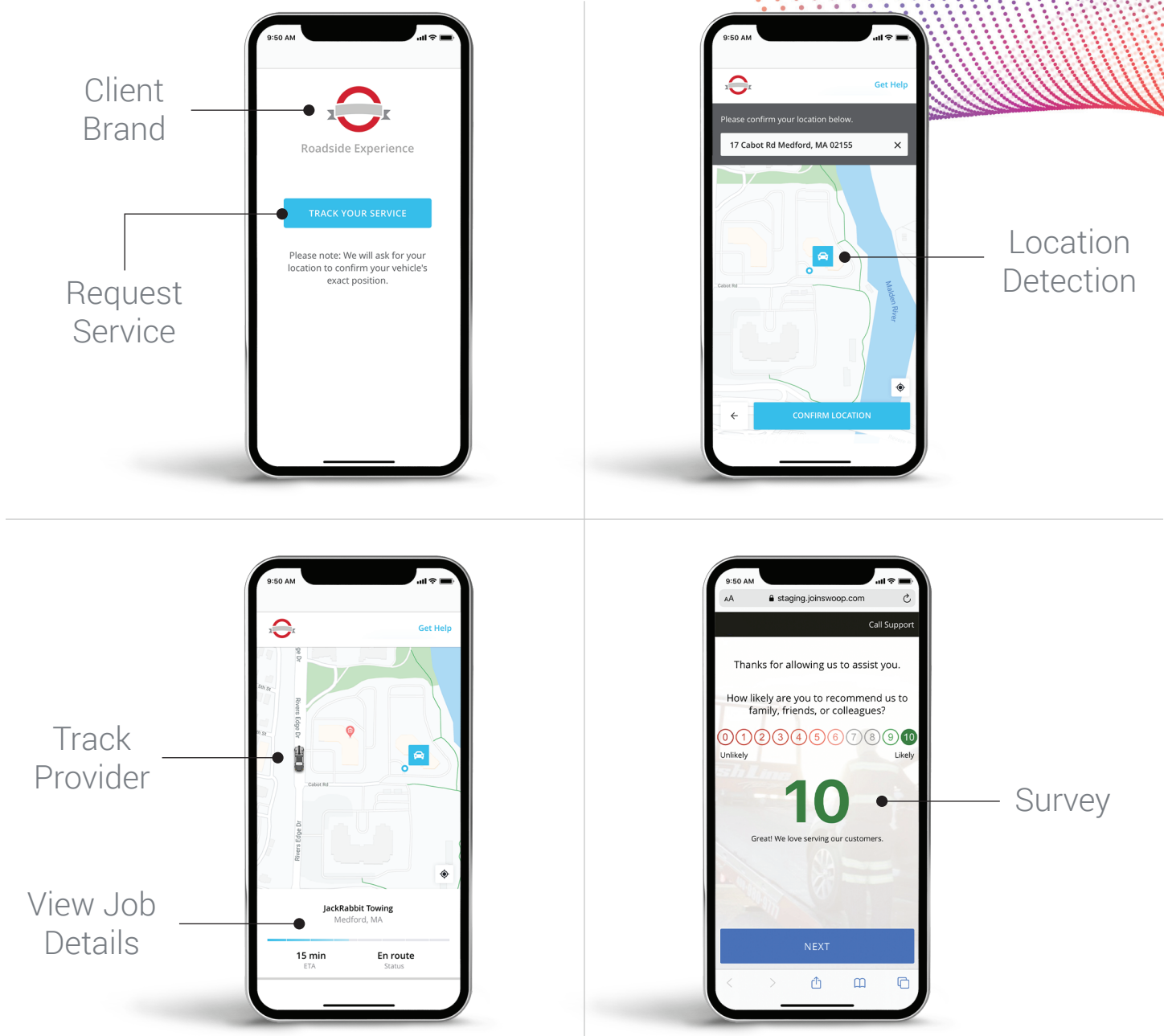
Support for overage calculations and payments.



Service Status

Customers can view job status, provider details, and truck location.

Customer Experience



About Swoop, backed by Agero

Acquired by Agero, a member company of The Cross Country Group, in January 2018, Swoop Dispatch Management is the complete software toolkit motor clubs need to transform their roadside programs worldwide. Supporting the full range of business models from managed motor clubs to direct-to-consumer to in-house fleet management, the Software-as-a-Service based Swoop Dispatch Management improves the roadside assistance experience at each touchpoint and provides holistic, flexible end to end event management for users. Developed in innovation centers in Boston and San Francisco, Swoop Dispatch Management is in use across roadside assistance programs in the U.S. and Europe. **To learn more, visit www.agero.com**