

# SwoopCommandCenter

Turn high-risk roadside events into memorable brand experiences.

Command Center on Swoop is a fully integrated, fully transparent customer support solution for roadside events. With real-time monitoring of every job, the industry's most advanced roadside platform identifies potential hiccups in service, escalating at-risk events to ensure the best possible customer service, experience, and outcome. Command Center is available in Agero's Roadside programs.



CONTRIBUTES UP TO **20-30%** REDUCTION IN CUSTOMER COMPLAINTS

## Benefits



### Prevent adverse events

Resolve potential customer experience issues before they occur by flagging and escalating at-risk jobs.



### 100% monitoring, nationwide

Comprehensive alerts and triggers offer enhanced event support to every job, in every zip code in the US.



### White glove service

A dedicated support team follows up with customers, empowered to do what it takes to provide the highest level of customer care.

## How It Works: Proact



Request for Assistance	Select a Provider	Confirm Provider & ETA	Monitor & Identify Risk	Confirm & Revise ETA	Exceed Expectations
Emily gets a flat tire and requests roadside assistance.	The Swoop selection algorithm offers the job to Smith Towing, a top service provider in the area.	Smith Towing accepts the job and provides a 40-minute ETA; the Swoop platform texts Emily the provider's info and ETA.	There's a sudden 20-min slow down on the highway; Swoop detects that the ETA is at risk and escalates the case.	Julie, a Command Center specialist, confirms the delay, and revises the ETA. Emily receives a text update with the new ETA.	Smith Towing arrives ahead of the revised ETA. Emily is asked via SMS if she's satisfied with her service; a "no" response triggers customer care follow-up.

## Rapid Response

Our specialized response team is standing by to resolve any bumps in the road.

## Proact

Using data intelligence and real-time tracking, we identify and triage potential issues before they occur.

## Product View & Features

### Screen Pops

System alerts prompt our team to take action.

Customer SMS response can also trigger an alert.

### Full Transparency & Reporting

Color-coded dashboard highlights at-risk ETAs to all stakeholders on the platform.

ID	Total Time	Company	Service	Class Type	Alerts	ETA	Status Age	Status	Dispatcher
702724	1 min	001	Get Out	C. Lock Out	---	55 min	1 min	Accepted	---
702490	5 min	001	Tow	Flatbed	---	1 hr 30 min	1 min	Dispatched	---
702724	5 min	023	Tow	Flatbed	---	60 min	1 min	Accepted	---
702526	3 min	000	Tow	Flatbed	---	50 min	2 min	Accepted	---
702096	4 min	000	Tow	Flatbed	---	33 min	2 min	Accepted	---
702467	15 min	000	Tow	Flatbed	---	44 min	2 min	Accepted	---
702552	38 min	000	Tow	Flatbed	---	24 min	2 min	Dispatched	---
702762	14 min	023	Tow	Flatbed	---	42 min	2 min	En Route	---
702098	7 min	000	Tow	Flatbed	---	37 min (84 min)	3 min	En Route	---
702743	5 min	001	Tow	Flatbed	---	1 hr (55 min)	3 min	En Route	---
702075	4 min	001	Tow	Flatbed	---	43 min	3 min	Accepted	---
702552	38 min	000	Tow	Flatbed	---	58 min	3 min	Accepted	---
702762	14 min	023	Tow	Flatbed	---	24 min (21 min)	4 min	En Route	---
702098	7 min	000	Tow	Flatbed	---	19 min (1 hr 5 min)	4 min	En Route	---
702743	5 min	001	Tow	Flatbed	---	1 hr 37 min	4 min	Accepted	---
702075	4 min	001	Tow	Flatbed	---	1 hr 24 min	4 min	Accepted	---
702552	38 min	000	Tow	Flatbed	---	36 min	4 min	Dispatched	---
702762	14 min	023	Tow	Flatbed	---	1 hr 57 min	4 min	En Route	---
702098	7 min	000	Tow	Flatbed	---	1 hr 57 min	4 min	En Route	---
702743	5 min	001	Tow	Flatbed	---	1 hr 57 min	4 min	Accepted	---

Alerts	ETA	Status Age	Status	Dispatcher
06/27/20 23:00	7 min	7 min	Dispatched	Type or Select
08:30	47 min	47 min	Scheduled	Type or Select
Applied Partner not On Site	13 min	23 min	En Route	Fra
11 min (-1 hr 6 min)	45 min	45 min	En Route	---
-2 min	12 min	12 min	Dispatched	Type or Select
-5 min	33 min	33 min	En Route	Type or Select
-15 min	34 min	34 min	En Route	Type or Select
-23 min	52 min	52 min	Dispatched	Am
---	44 min	44 min	Tow Destination	Type or Select
---	37 min	37 min	On Site	La
---	4 min	4 min	Towing	Type or Select

Text Message  
Today 9:54 PM

Luxury Vehicles by Shana (6372062): Request received at 15 Somethin Rd, Somepl... Track or update your request: shana@almproact.com/text/2506272062 Support: 565-555-5555

COVID-19 Update: Our service provider won't be able to transport passengers. Please arrange personal transportation & ensure drop off location is open. Thank!

Luxury Vehicles by Shana: Stefanie's Towing has been dispatched. ETA: 35 min. You can reach them at (888) 888-8888. Reply "stop" to stop receiving updates.

Luxury Vehicles by Shana: Stefanie's Towing has revised your ETA to 65 min.

Call - Existing Job Found

Some Insurance Customer - Generic Name

888-888-8888  
In Progress Job Exists

Client	Customer Name	Service	Status
22222	Some Insurance	Generic Name	Tow On Site

View Job

### Integrated Communications

Real-time text messages keep customers up to speed, while on-screen prompts provide key event details to our support team.

## About Agero

We are the leader in driver assistance services, safeguarding consumers on the road through a unique combination of platform intelligence and human powered solutions, strengthening our clients relationships with their customers. We protect 115 million vehicles nationwide in partnership with leading automobile manufacturers and insurance carriers, responding to more than 12 million requests annually. Our product ecosystem is powered by Swoop, a San Francisco based digital dispatch software provider we acquired in 2018. [To learn more, visit www.agero.com.](http://www.agero.com)