

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

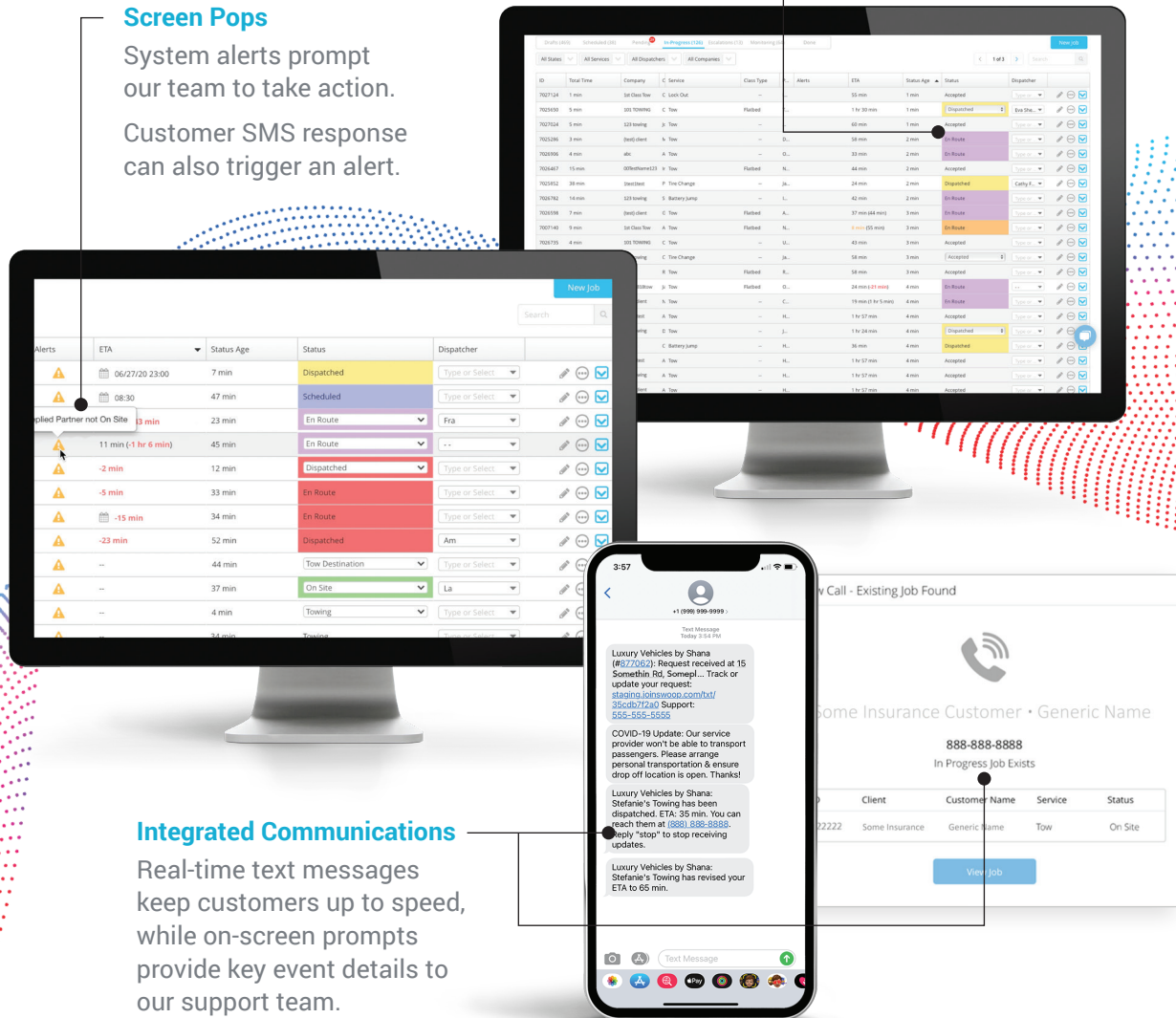
Screen Pops

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.



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.**