

Customer Mobile Web

The Express Lane for Job Status Updates and Support

After customers submit a roadside request, we keep them up to speed on the job status until service is complete. Swoop’s Customer Mobile Web offers a user-friendly digital experience for customers to check the progress of their request at their convenience, easily and quickly. Features like live truck tracking, tools for editing job details, and direct access to customer support are designed to save time and reduce anxiety while help is on the way.



Benefits



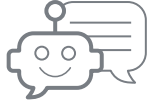





<p>On-Demand Support Web-based experience can be accessed time and again until service is complete.</p>	<p>Easy to Use The information customers request most, available right at their fingertips.</p>	<p>Instant Answers Skip the line for common inquiries through on-screen info and chat support.</p>	<p>Robust Platform Continuously improving platform built on artificial intelligence technology and responsive UI.</p>

Product Highlight

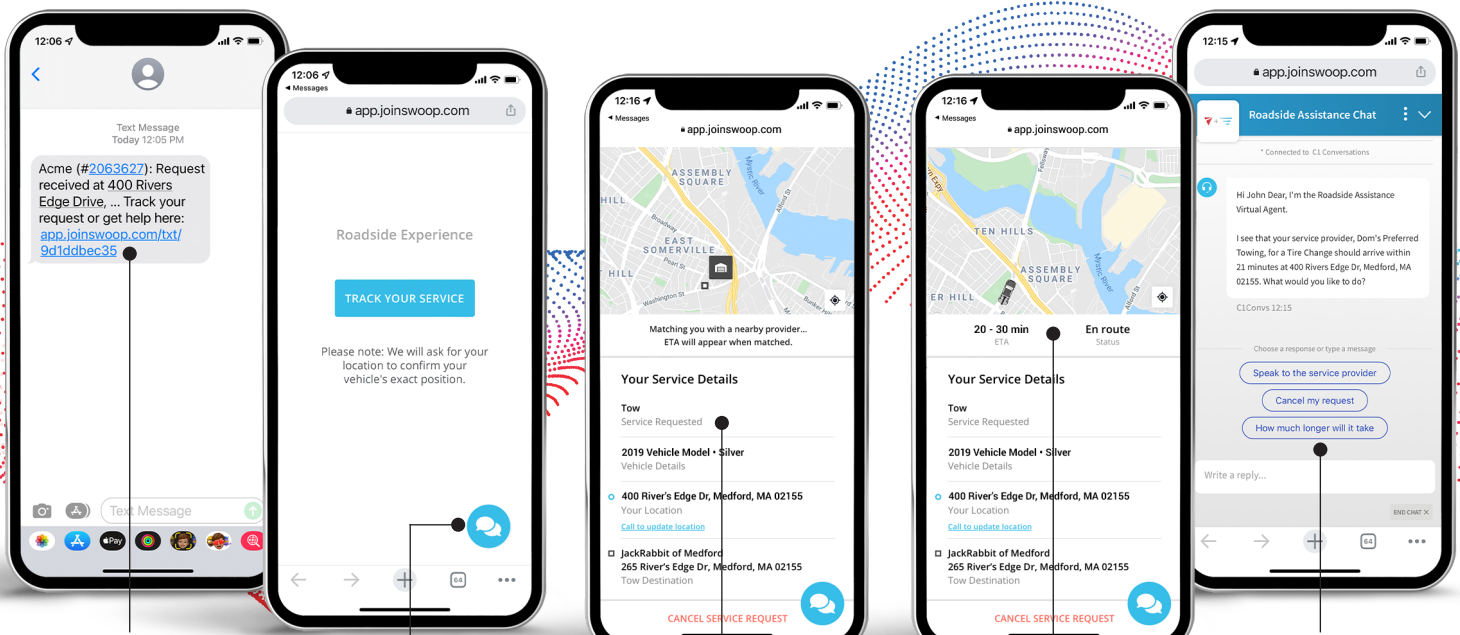
The screenshot shows the app interface with the following callouts:

- Live truck tracking**: Points to the map showing a truck icon.
- Up-to-date ETA**: Points to the '20 - 30 min ETA' text.
- Service provider status**: Points to the 'En route Status' text.
- Job details**: Points to the 'Your Service Details' section, including 'Tow Service Requested' and '2019 Vehicle Model - Silver'.
- One-touch call support**: Points to the 'Call to update location' link.
- Cancel request**: Points to the 'CANCEL SERVICE REQUEST' button.
- One-touch chat support**: Points to the chat icon at the bottom right.

Features

 <p>Event Details View and update service request details.</p>	 <p>Status Updates Check real-time job status and provider ETA.</p>	 <p>Virtual Chat Agent Instant answers to common questions and requests.</p>	 <p>Live Chat Live support without the telephone queue.</p>
 <p>Service Provider Info Provider name and contact info, along with one-touch contact options.</p>	 <p>Truck Tracking See the service provider's location in real-time.</p>	 <p>Common Question Prompts One-touch support for common questions.</p>	 <p>Cancel Service Cancel an unneeded service request with a few taps on the screen.</p>

Product View



Service receipt confirmation SMS includes link to open the Customer Mobile Web

See service status or launch chat from home screen

See service details while provider is being found

As job progresses, the CMW updates ETA and provider status

Chat offers options to contact the provider, ask questions & edit service details

About Agero

Agero's mission is to rethink the vehicle ownership experience through a powerful combination of passionate people and data-driven technology. As the #1 B2B, white-label provider of digital driver assistance services, we're pushing the industry to redefine manual processes as digital, transparent and connected.

The company has over 150 million vehicle coverage points in partnership with leading automakers, insurance carriers and others. Managing one of the largest national networks of service providers, we respond to approximately 12 million service events annually. Agero, a member company of The Cross Country Group, is headquartered in Medford, Mass., with operations throughout North America. **To learn more, visit www.agero.com.**