

# Job Update Button on Swoop

## New Self Service Feature Puts You in Control

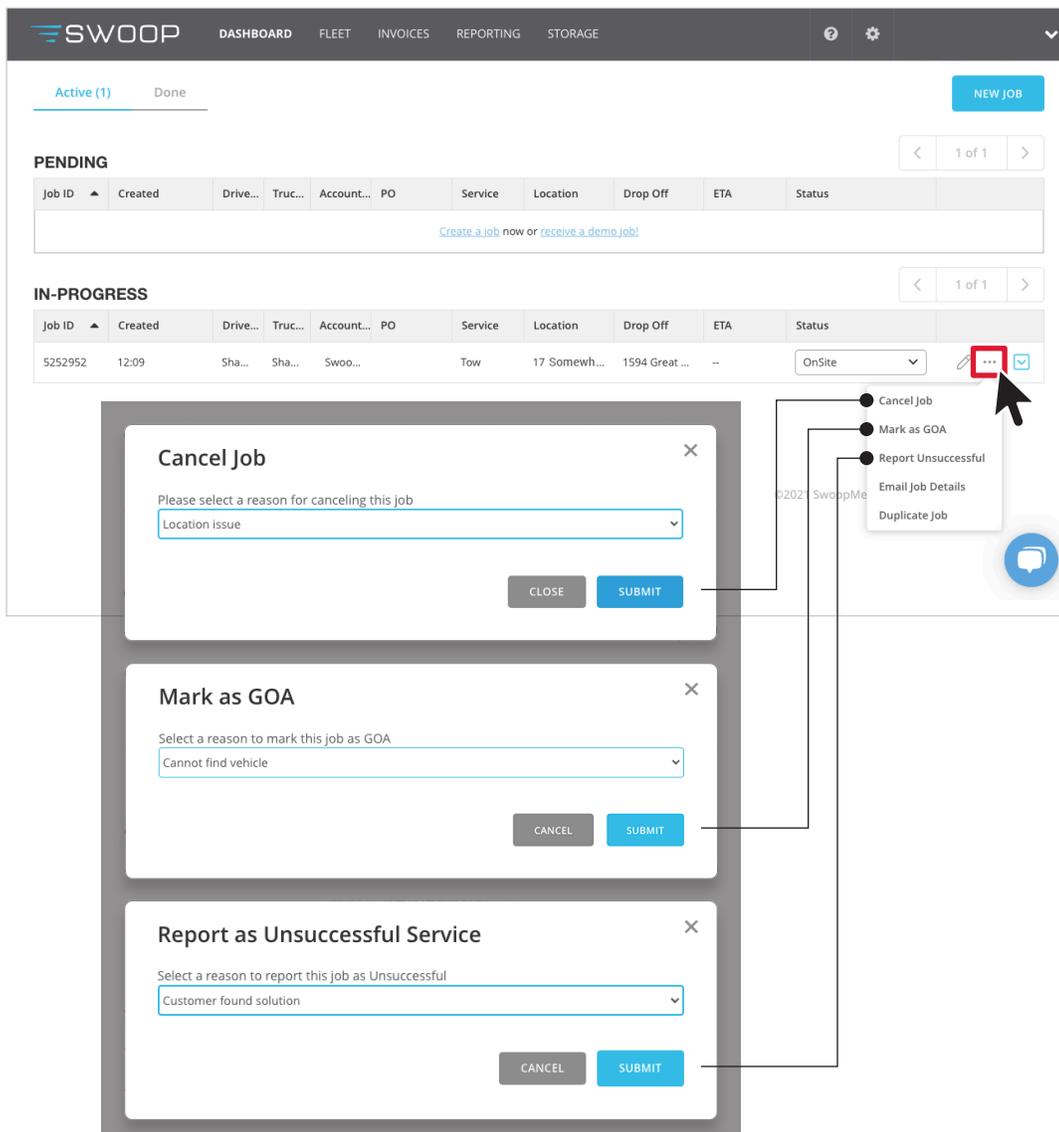
Job Update button enables dispatchers to quickly and digitally update active jobs for cancellations, unsuccessful jobs or GOAs directly from the Swoop Mobile App or Swoop Desktop.



## Product Overview

**Note: Admin or dispatcher permissions are required to access Job Update Button.**

- + Click on the **three dots** for the job you need to update
- + Select **Cancel Job**, **Mark as GOA** or **Report Unsuccessful** from the menu



The screenshot shows the Swoop desktop interface. The top navigation bar includes 'SWOOP', 'DASHBOARD', 'FLEET', 'INVOICES', 'REPORTING', and 'STORAGE'. Below the navigation, there are sections for 'Active (1)' and 'Done'. The main content area is divided into 'PENDING' and 'IN-PROGRESS' sections, each with a table of job details. In the 'IN-PROGRESS' section, a job with ID 5252952 is highlighted. A red box highlights the three-dot menu icon next to the job. A dropdown menu is open, showing options: 'Cancel Job', 'Mark as GOA', 'Report Unsuccessful', 'Email Job Details', and 'Duplicate Job'. Three callout boxes are overlaid on the interface, each connected to a menu option by a line:

- Cancel Job:** A form with a dropdown menu for 'Please select a reason for canceling this job' (selected: 'Location issue') and 'CLOSE' and 'SUBMIT' buttons.
- Mark as GOA:** A form with a dropdown menu for 'Select a reason to mark this job as GOA' (selected: 'Cannot find vehicle') and 'CANCEL' and 'SUBMIT' buttons.
- Report as Unsuccessful Service:** A form with a dropdown menu for 'Select a reason to report this job as Unsuccessful' (selected: 'Customer found solution') and 'CANCEL' and 'SUBMIT' buttons.

- + Select reason and click **Submit**

## Benefits



### Easy to Use

Straight forward option from the platform you already use.



### Skip The Line

Avoid waiting on hold. Just a few clicks and you can get on with your day.



### Quick Resolution

Better control your cancellation metrics to continuing earning and maintaining volume.



### Transparency

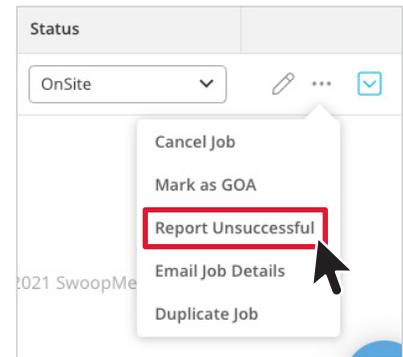
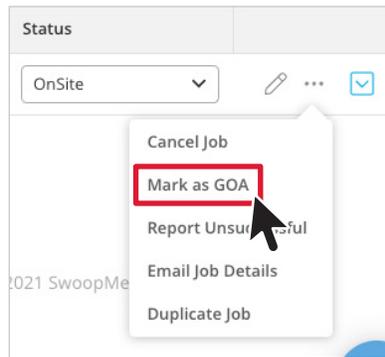
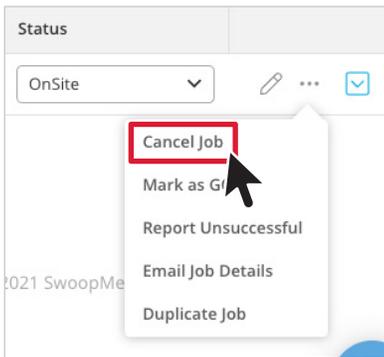
Accurate data on GOAs and cancels helps our team better support you.

# How to Cancel Job, Mark as GOA or Report Unsuccessful

1 Click on the **three dots** next to job you need to update.

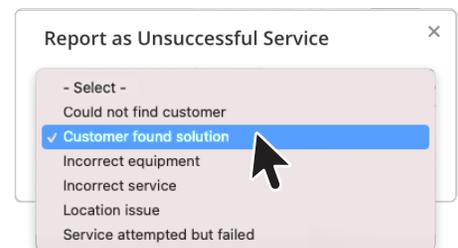
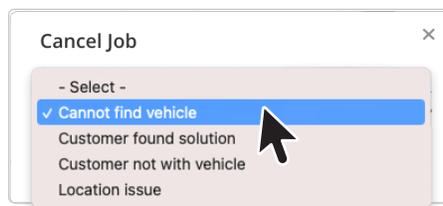
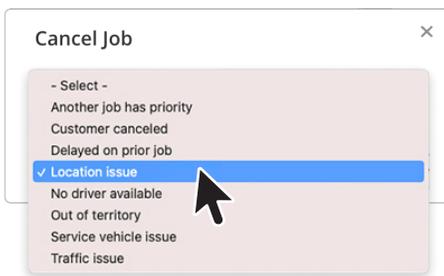
Job ID	Created	Drive...	Truc...	Account...	PO	Service	Location	Drop Off	ETA	Status	
5252952	12:09	Sha...	Sha...	Swoo...		Tow	17 Somewh...	1594 Great ...	--	OnSite	

2 Select **Cancel Job, Mark as GOA** or **Report Unsuccessful** from the drop down menu.

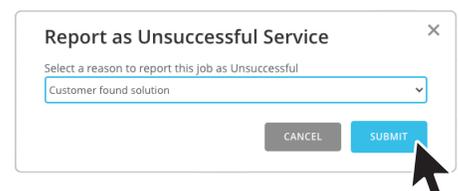
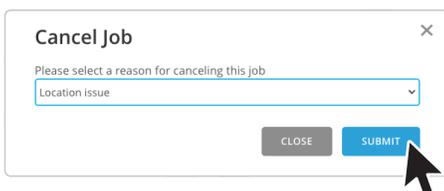


**Note: Job status must be set to OnSite to mark a job as GOA or Unsuccessful.**

3 Select reason from the menu in the pop up window.



4 Click **Submit** button.



# How to Cancel Job, Mark as GOA or Report Unsuccessful continued

- 5 Job will be updated to Reassign Requested, GOA Requested or Unsuccessful Requested.  
**No further action is required.**

Status
Reassign Requested

Status
GOA Requested

Status
Unsuccessful Requested

- 6 An agent will review the job and update. For full details, check the history tab.

Details	History	
Created	Swoop	12/20/21 11:59
Reassign text Delivered		12/08/21 12:46
Auto Assigning	Swoop	12/08/21 12:46
Auto Assign Canceled		12/08/21 12:47
Accepted	Swoop	12/08/21 12:47
ETA Entered: 15min	Swoop	12/08/21 12:47
Reassign ETA text Delivered		12/08/21 12:47
Invoice Edited - VCC Payment	Swoop	12/08/21 12:47
Dispatched	Shana's Towing Company • Shana Tower	12/08/21 12:47
Reassign Requested	Shana's Towing Company • Shana Tower	12/08/21 12:47
Provider reassign request alert triggered	Swoop • Alert	12/08/21 12:47
Canceled	Swoop	12/08/21 12:49
Customer canceled		

Details	History	
Created	Swoop	12/20/21 12:09
Service confirmation text Delivered		12/08/21 12:09
COVID-19 advisory text Delivered		12/08/21 12:09
Auto Assigning		12/08/21 12:09
Auto Assign Canceled		12/08/21 12:10
Accepted	Swoop	12/08/21 12:10
ETA Entered: 10min	Swoop	12/08/21 12:10
ETA text Delivered		12/08/21 12:10
Invoice Edited - VCC Payment	Swoop	12/08/21 12:10
Dispatched	Shana's Towing Company • Shana Tower	12/08/21 12:10
On Site	Shana's Towing Company • Shana Tower	12/08/21 12:10
GOA Requested	Shana's Towing Company • Shana Tower	12/08/21 12:14
GOA request confirmation text Deliv...		12/08/21 12:14
GOA	Swoop	12/08/21 12:16
Invoice Edited - GOA Cost	Swoop	12/08/21 12:16

Details	History	
Created	Swoop	12/20/21 14:43
Service confirmation text Sent		12/20/21 14:43
COVID-19 advisory text Sent		12/20/21 14:43
Auto Assigning		12/20/21 14:43
Auto Assign Failed		12/20/21 14:46
Manual dispatch required	Swoop • Alert	12/20/21 14:46
Accepted	Swoop	12/20/21 14:48
ETA Entered: 15min	Swoop	12/20/21 14:48
ETA text Sent		12/20/21 14:48
Invoice Edited - VCC Payment	Swoop	12/20/21 14:48
Dispatched	Shana's Towing Company • Shana Tower	12/20/21 14:48
On Site	Shana's Towing Company • Shana Tower	12/20/21 14:48
Unsuccessful Requested	Shana's Towing Company • Shana Tower	12/20/21 14:54
Customer found solution		
Provider unsuccessful service request alert ...	Swoop • Alert	12/20/21 14:54

- 7 Most requests are automatically processed in real time. If agent intervention is required, the update may take slightly longer. For full details, check the history tab.

## 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](http://www.agero.com).**