

Roadside Intake Mobile Web

Scalable digital option for customers who call roadside assistance

Agero's Mobile Web is a seamless digital experience for customers who call roadside assistance on a smart phone. An off-ramp from the phone menu, Mobile Web streamlines the roadside request process for your customers, providing a fast, user-friendly way to get help – even on the busiest travel days. Available in all **Agero Roadside** programs.



84% OF ROADSIDE REQUESTS BEGIN WITH A PHONE CALL → **57%** OF THOSE CALLS TRANSITION TO MOBILE WEB (2020 Data)

Customer Benefits:

- + Bypasses queue to speak to an agent
- + Easy-to-use interface
- + Enhanced data & location accuracy
- + Completed at their own pace
- + Automatically escalates to agent if needed

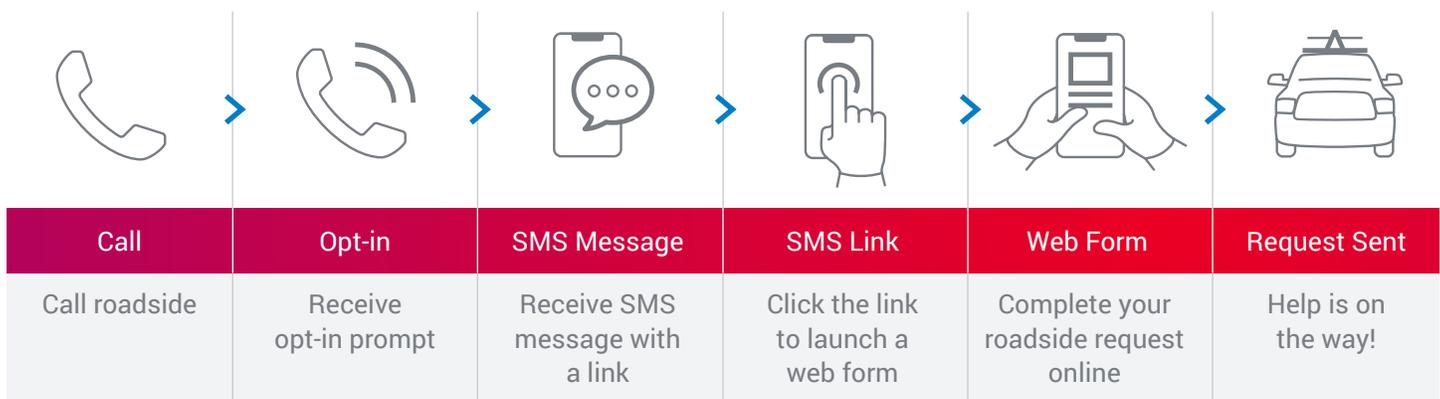
+6 NPS

VERSUS AGENT INTAKE

Client Benefits:

- + Features Client logo throughout
- + Scalable – user experience not impacted by volume surges
- + Streamlines common service requests
- + Provides digital experience to phone callers

How it Works



Features



Intuitive Interface

Prepopulates vehicle data and other form fields.



Location Detection

Automatic location detection using GPS.



Error Reduction

Web form improves data accuracy.



On-Demand Access

Accessible to every customer with a smartphone.



Ready to Launch

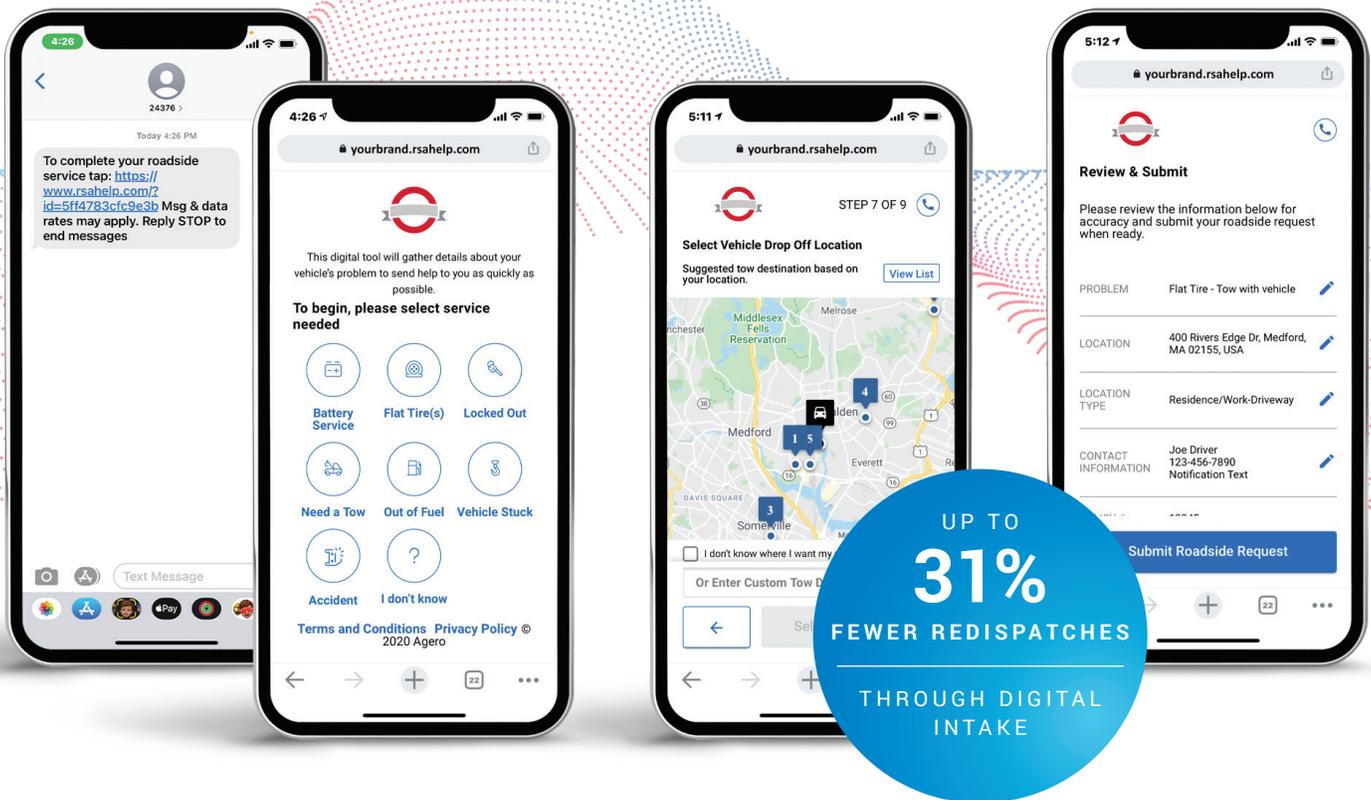
Enables digital intake with no app or web development.



Live Agent

Our team is always just a tap away.

Product View



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.**