

# SwoopDispatchManagement

Backed By Experience, Built for the Road Ahead

The only full-service platform designed by motor clubs for motor clubs, powered by automotive algorithms and configurable to client needs in order to drive seamless experiences for motor clubs, clients, customers, and providers.



## Benefits



### Configurable by Client

Easily optimize dispatch for each client based on brand preference, cost, time and quality.



### Provider Network Management

Support and empower providers with a full suite of software, integrations, and performance management tools.



### Call Center Excellence

Empower your agents with intuitive localized tools, training support and dashboard prompts.



### Outlier Management

Behind the scenes logic prompting follow up based on proactive and reactive algorithms.



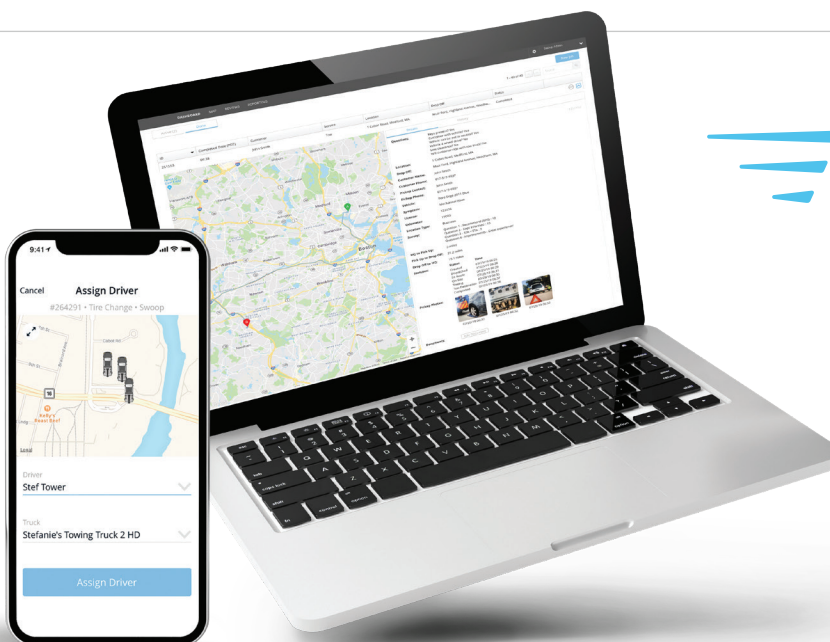
### Streamlined Onboarding

Flexible architecture and direct motor club transformation experience enables easy onboarding.



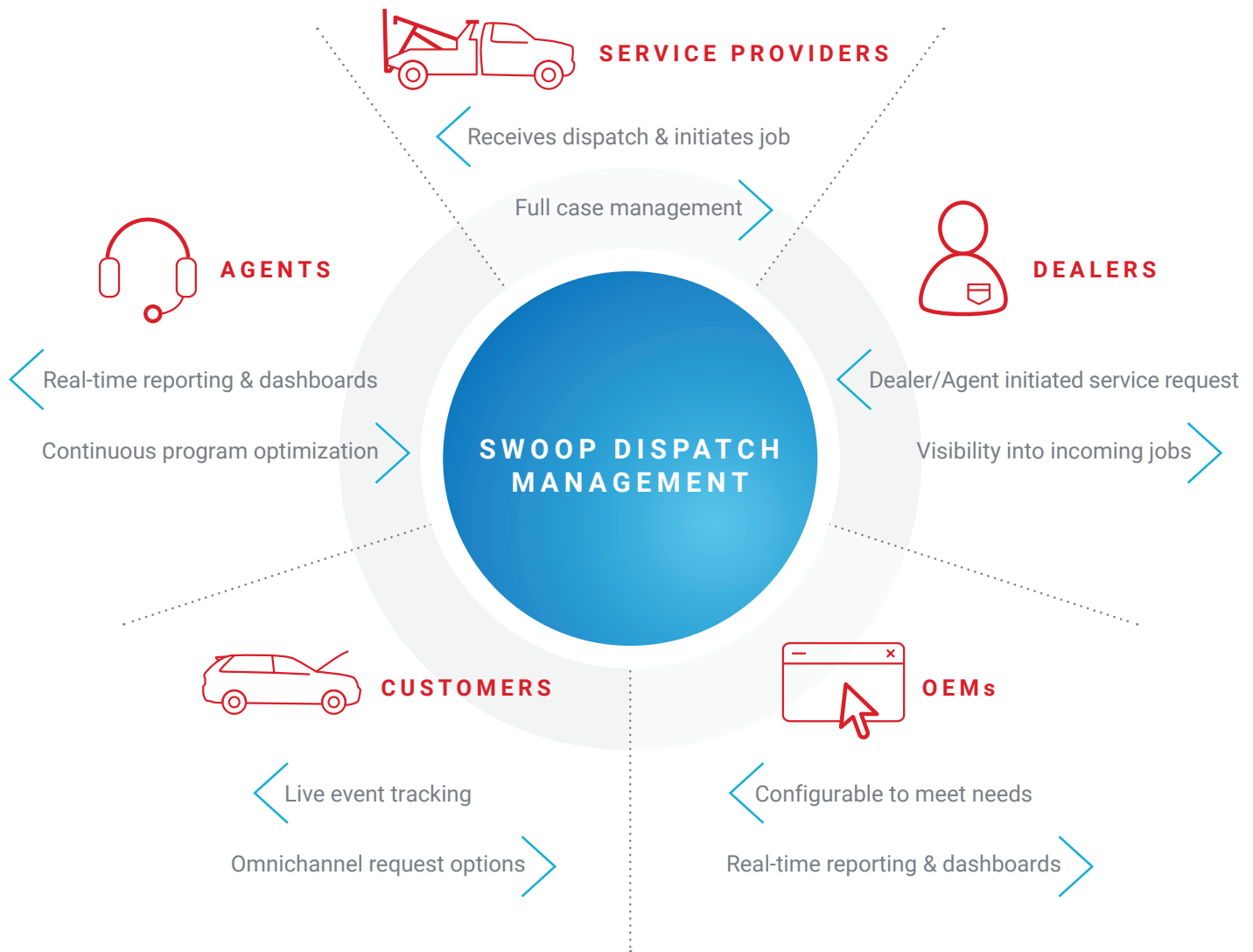
### Consistent Global Experience

Global brands trust this cohesive platform designed for global reporting and visibility.





# Delivering a Holistic User Experience



## Features



### Dispatch Algorithms

Built on motor club experience, tested with the largest B2B provider in North America, configurable to your market.



### Swoop Tow Management

Distribute integrated tow software or leverage the Provider API to connect to solutions already in market.



### Intuitive Agent Interface

Easy to use, easy to train and easy to configure different views to support different agent types.



### Alerts

Enable proactive and reactive alerts to manage outliers, built on motor club specific machine learning.



### Integrations

Easily connect to your client and business systems with built in integrations or with custom gateways.



### Client & Dealer Portals

Deliver transparency with client and dealer portals, enabling requests, monitoring and reporting.

# Product View

## Map View

## Reviews

## Monitoring

## Intuitive Agent UI

## Case Details

## Provider Software

## Configurable by Client

## About Swoop, backed by Agero

Acquired by Agero, a member company of The Cross Country Group, in January 2018, Swoop Dispatch Management is the complete software toolkit motor clubs need to transform their roadside programs worldwide. Supporting the full range of business models from managed motor clubs to direct-to-consumer to in-house fleet management, the Software-as-a-Service based Swoop Dispatch Management improves the roadside assistance experience at each touchpoint and provides holistic, flexible end to end event management for users. Developed in innovation centers in Boston and San Francisco, Swoop Dispatch Management is in use across roadside assistance programs in the U.S. and Europe. [To learn more, visit www.agero.com](http://www.agero.com)