# Swoop Dispatch Transfer API

## Connecting roadside assistance companies to support clients and their customers wherever they go

Deliver consistent service to your clients and customers even when they travel outside of your region. The Swoop Dispatch Transfer API enables you to seamlessly partner with assistance companies who can support your dispatch, while maintaining full visibility for your team, your clients and your customers.

## Benefits

**Seamless Integration**

Robust modern API supported by experienced implementation team.

**Client & Customer Experience**

Best in class customer and client experiences carried through for all events.

**Easy to Use**

Alerts, dashboards and configurable dispatch transfer logic empowers your agents.
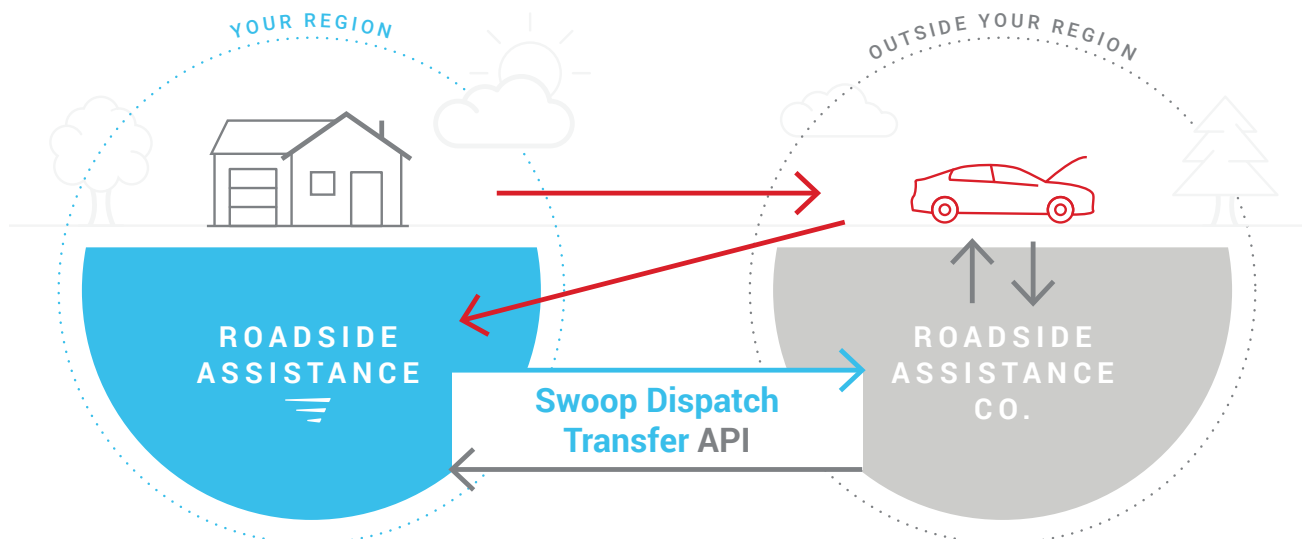
**Partnerships & Growth**

Facilitates collaboration and new revenue streams for assistance companies.

## How it Works

Customers may travel outside your region and contact you for support.



YOUR REGION

OUTSIDE YOUR REGION

ROADSIDE ASSISTANCE

ROADSIDE ASSISTANCE CO.

**Swoop Dispatch Transfer API**

With Swoop Dispatch Transfer API you can seamlessly transfer the job to partner organizations who can support your customers with local support while ensuring full visibility every step of the way.

# Features



### Configurable Transfer Logic
Seamless enabling automatic or manual dispatch of jobs to partner companies.



### Digital Experience
Branded client digital experience including text messages and customer mobile web available for transferred jobs.



### Monitoring Tools
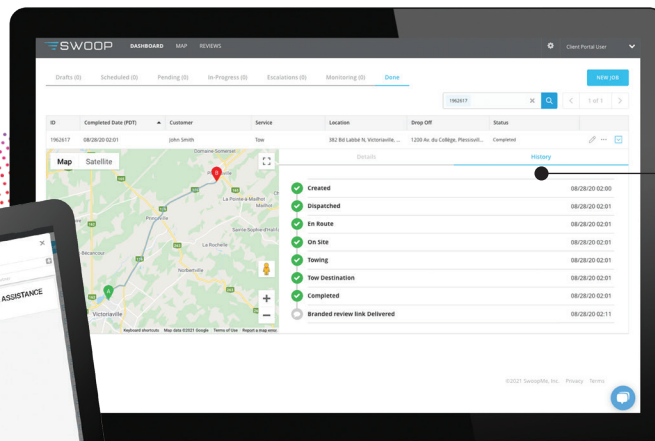Screen pops and dashboard updates ensure that transferred jobs can be supported end to end.



### Dispatch History
All job details can be accessed and are included in metrics and reporting.

# Product View

**Agent/Owning Company View**
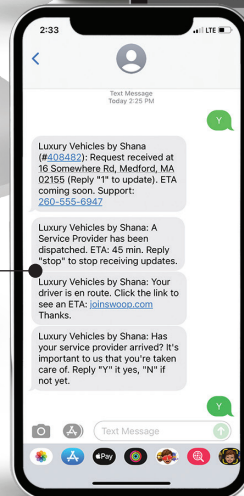Easy to seamlessly transfer job outside your region.

**Client View**
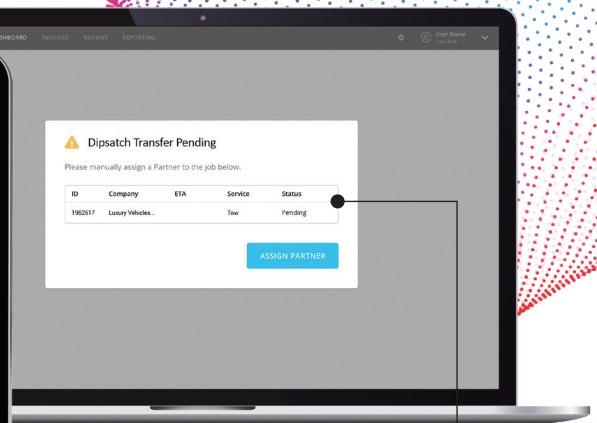Full job history available.

**Customer View**
Customers are kept informed throughout with text messages.

**Receiving Company View**
Easy to view job details and accept.

# About Swoop, backed by Agero

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. **To learn more, visit www.agero.com**