

# Swoop Integrations: Airkit's On-Demand Customer Experience



## Enable a Seamless Digital Experience for All Your Clients

With Airkit's low code, easy to use studio, implement a branded on-demand app for all your clients.

### Impact of Digital

**>70%**

of consumers offered VIVR opted in.

**5+**

Increases NPS an average of 5 points higher.

**2X**

Consumer preference for digital has more than doubled in the past 5 years.

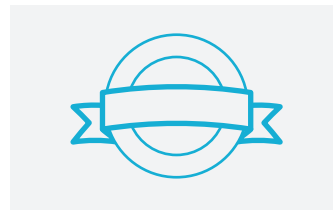
### Benefits



Easy to use



Great customer experience



Reflect client brand



Streamlines dispatch process

### Customer Experience



Call

**>90%**

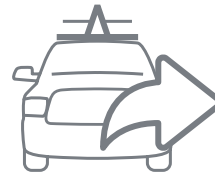
OF ALL REQUESTS BEGIN WITH A PHONE



On-Demand App

**>70%**

OF CONSUMERS OFFERED VIVR OPTED IN



Dispatch



BETTER LOCATION AND CONTACT INFORMATION



Service

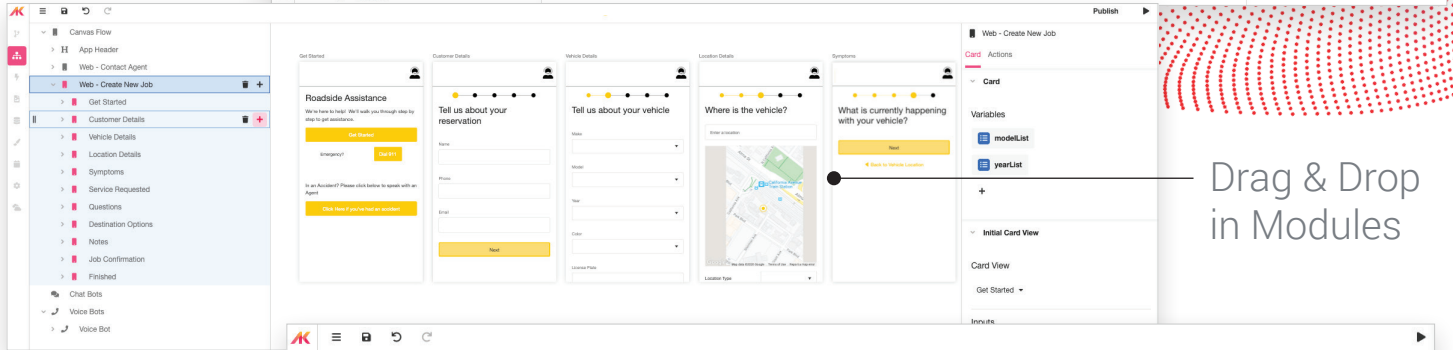
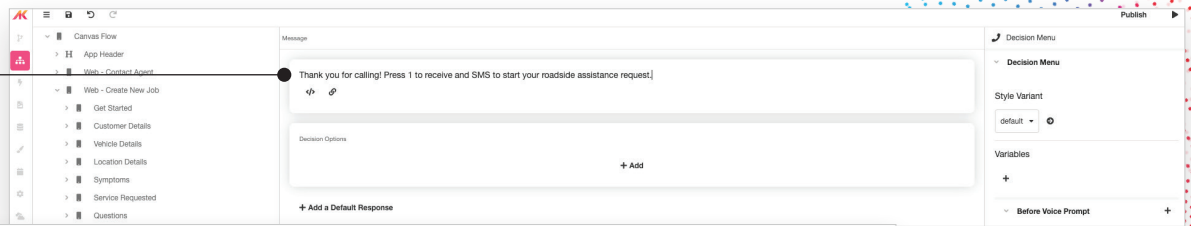
**+5**

NPS AVERAGE OF 5 POINTS HIGHER

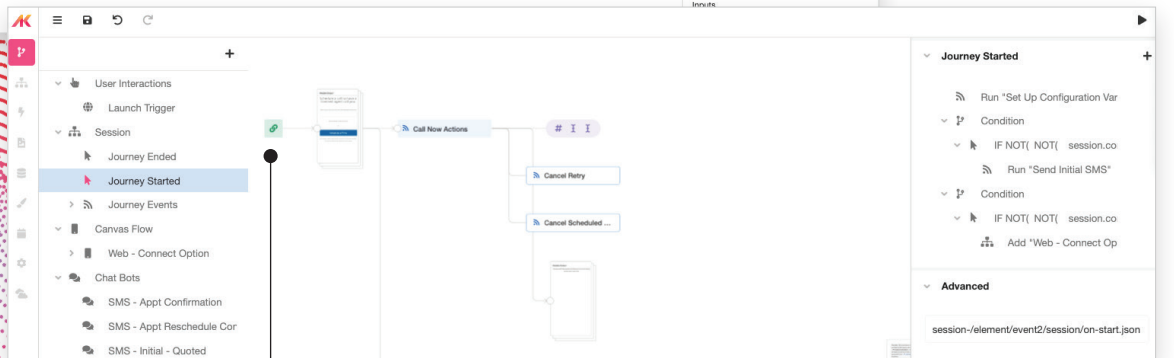
# Intuitive Design Experience

An easy to use web based design platform allows customization for each of your clients.

Type in Plain Text



Drag & Drop in Modules



Integrated with Swoop API

## About Airkit

Airkit is the industry's first Low Code Digital Engagement platform. With Airkit, businesses instantly deploy digitally-powered, end-to-end customer journeys leveraging their existing systems. Our low-code platform turns any team into builders of modern customer experience. The days of waiting around for engineering resources are over.

Get started today using our visual Airkit Journey Builder to innovate new customer experiences or adapt pre-built templates for inbound call deflection, lead conversion enhancement, service ticket enrichment, and others. [More info: www.airkit.com](http://www.airkit.com)

## 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)