

Powerful platform to deliver automotive focused customer care for your brand

Configurable support for your brand and your customers with fully managed campaigns covering everything from routine questions to complex product care, all delivered with automotive expertise and experience.



Benefits



Configurable

Align intake, omnichannel outreach, and process flow to meet your auto campaign needs.



Automotive Expertise

Designed based on decades of automotive experience.



Showcase Your Brand

White label solutions designed to reflect your brand in every customer touchpoint.



Integrated Solutions

Customer care integrated with Swoop.



Fully Managed Service

End to end case management and campaign ownership to drive results.

Our Solutions

Our agile platform, robust team and extensive automotive experience have the flexibility to quickly support your brand and your customers with:



General Inquiry Management



Technical Support



Complaints & Escalations



Recall Management



Consumer Outreach Campaigns

Features



Templates and Pre-Configured Campaigns

Leverage our expertise to get started quickly.



Omnichannel Outreach

Reach customers in their preferred channel.



Award Winning Call Centers

Award winning call centers for outbound and inbound calls.



Vehicle Logistics

Support, surprise and delight customers with the logistics and incentives.



Reporting

Real time data for each campaign, each touch point.

Product View

View Full Campaign

The screenshot displays the CASE PROJECTS interface. At the top, a navigation bar includes 'PROJECTS', 'ALL TASKS', 'PROJECT LIST', 'STATUS UPDATE', and 'REPORTING'. Below this, a search bar shows 'Project 13N9586 ELECTRONIC STABILITY'. The main area is divided into columns for 'Enrolled' (86), 'Notification' (9), 'Repair Scheduled' (4), and 'Recall Completed' (2). Each column lists vehicle details and associated personnel. A detailed view of a specific case, 'Riveron/2018/6HFJU4GN9DX040301', is shown below, including contact information for Nathan, vehicle details, and a timeline of events such as 'Call Attempt 1 done' and 'Stage changed'. On the left, there are sections for 'Tasks Analysis' and 'Client Concierge KPI2'. At the bottom, a 'Complete Interaction Count' pie chart is visible.

Access full case details including notes, automation and history

Easy access to customer feedback and analytics

Product View continued

Tow events processed through Swoop

Easy access to customer feedback and analytics

Survey

How satisfied overall are you with your experience using the Driver Care Desk? (5 being the best, 1 being the worst)

5 4 3 2 1

How would you rate the agents' knowledge and ability to assist? (5 being the best, 1 being the worst)

5 4 3 2 1

Did you receive a response within 24 hours (Excluding weekends)?

Yes
No

Did we meet your expectations?

Yes
No

Is there anything else you would like us to know about your experience?

Would you like us to contact you regarding your experience?

Yes
No
If yes, please leave us your contact information below:

ACME DASHBOARD MAP REVIEWS REPORTING Swoop Admin

Case C00000000

Job ID	ETA	Created (CDT)	Customer	Service	Location	Drop Off	Partner	Status
12345678	--	11/29/21 17:13	Persons Name	Tow	1010 Here Avenue	Dealership Location	ACME	Completed

Map Satellite

Job Details: Vehicle Make Model Recall service campaign
Cx sts has narrow driveway but can back down should SP need her to.
Cx cvrd for tow to Dealership Location

Job ID: 12345678
Case ID: C00000000

Questions: Keys present? Yes
Customer with vehicle? Yes
Vehicle can be put in neutral? Yes
Vehicle 4 wheel drive? Yes
Low clearance? No
Alternate ride requested? Declined
Will customer ride with tow truck? No

Location: 1010 Here Avenue, City, MA 02115 (Residence)

Drop Off: Dealership Location 1000, Overhere, MA 02145 (Dealership)

Customer Name: Person Name
Customer Phone: (508) 123-4567
Coverage Status: Fully Covered

Full visibility into job details, truck track and history

About Agero

Agero's mission is to reimagine 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 independent 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.**