

Roadside Intake Speech Assist

The fastest way to request service over the phone

All customers can now experience the benefits of digital intake from any phone or device – even a landline. Speech Assist uses a series of clear, simple voice prompts to guide customers completely through the roadside request process, quickly and easily – and with no wait time.



SAVES
5 min
ON AVG SPEED
TO DISPATCH
VS AGENT
INTAKE

Benefits



Skip the Line

Create a service request without having to wait for a live associate.



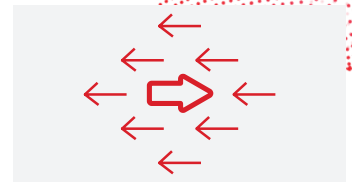
Access to Digital

A state-of-the-art digital experience for all customers, even those on a landline.



Scalable

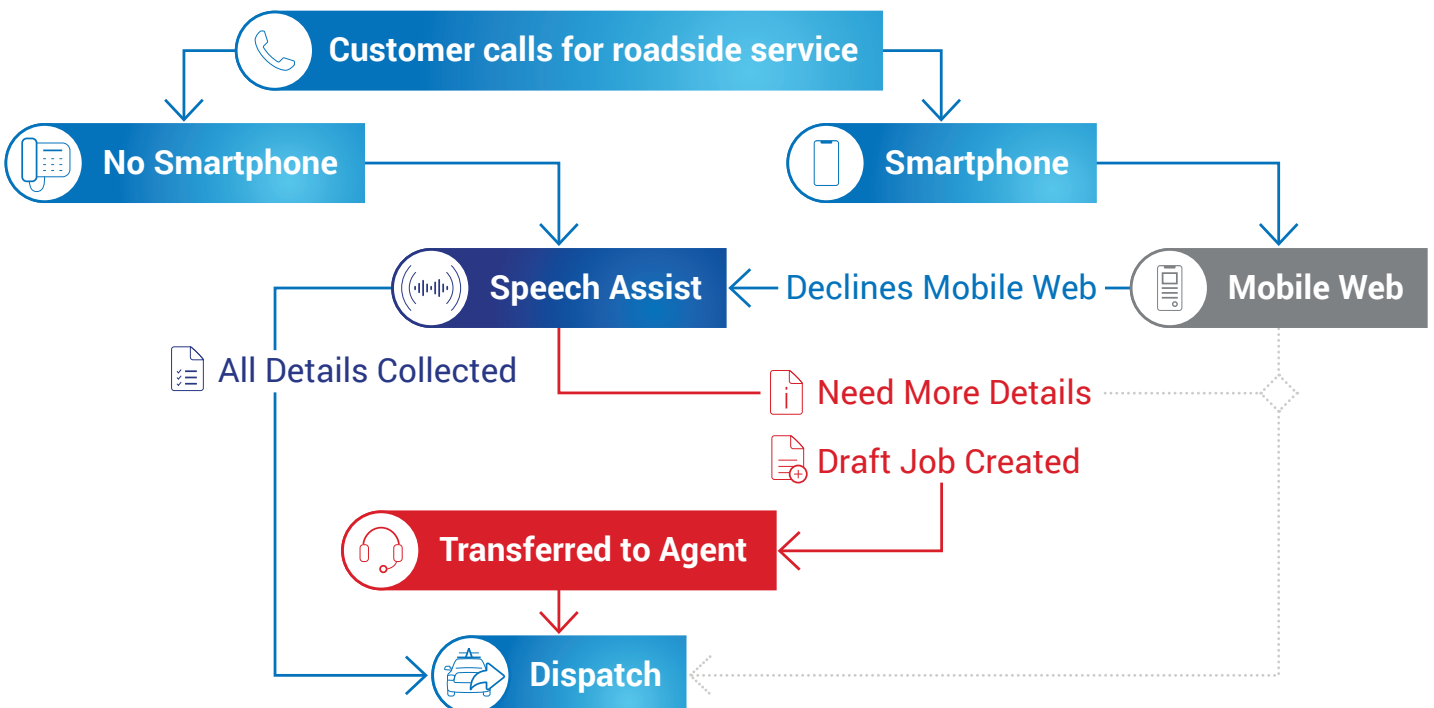
Offers the same consistent experience to all users, every time.



Resilient

Faster dispatching during spikes in traffic volume or severe weather events.

How It Works



Features

Fully Integrated

All Speech Assist data is saved in the dispatch platform for quick reference by associates as needed.

State of the Art

Cutting-edge machine learning and natural language processing technologies offer a smooth, easy-to-use experience.

Continuously Optimized

Artificial intelligence and programmatic enhancements continuously work to make intake faster, easier, and more accurate.

Agent Supported

Customers can opt-out at any time to connect to live support.

Sample Call Flow



I can help you start a new request on this call! In a few words, please describe the service you're looking for.



SPEECH ASSIST



I have a flat tire on the front driver's side and I do have a spare.



CUSTOMER



Okay. For our service providers to assist you, state your vehicle's location.



I'm located in a parking lot at 400 Rivers Edge Drive in Medford, Massachusetts.



Are you opening a request for immediate service or for a later date?



I'd like immediate service, please.



Do you have your policy number available?



Sure, it's 123456789



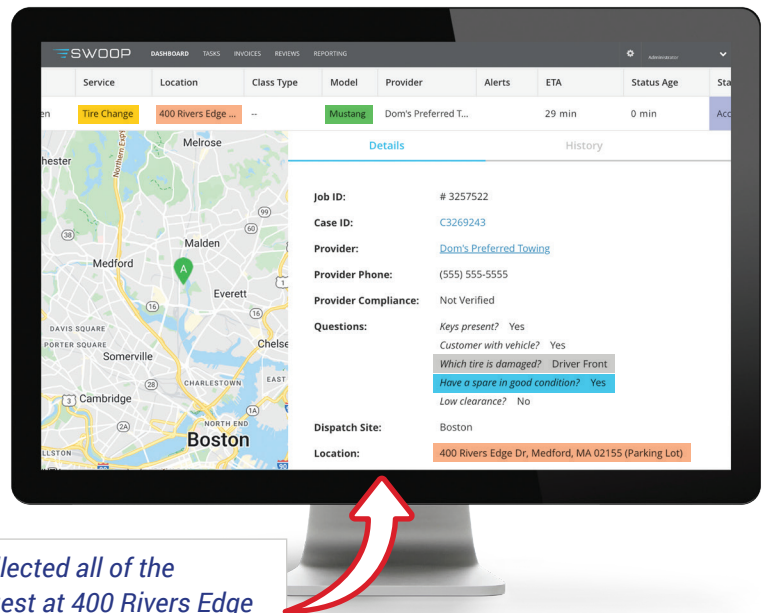
Is the vehicle you need service for the Green Ford Mustang?



Yes, that's the one!



Okay. For our service providers to assist I have collected all of the information I need to submit your tire change request at 400 Rivers Edge Drive for your Green Ford Mustang. Help will be on the way shortly!



About Agero

Agero's mission is to rethink 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 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.**