

CommandCenter

ESCALATIONS MANAGEMENT

Turn high-risk roadside events into memorable brand experiences

Command Center on the Swoop platform is the only fully integrated case escalation solution. With real-time monitoring of every event, the platform identifies potential hiccups in roadside service and flags at-risk jobs for escalated support, ensuring the best possible customer service, experience, and outcome during challenging cases. It is available as an enhancement to new or existing **Agero Roadside** programs.



CONTRIBUTES UP TO **20–30%*** REDUCTION IN CUSTOMER COMPLAINTS

*estimated

Benefits



Early job escalation

Command Center prevents customer experience issues before they occur by proactively flagging and escalating at-risk jobs.



Nationwide monitoring

Using a variety of proactive and reactive triggers, Command Center adds a back line of enhanced event support to every zip code in the US.



White glove service

Highly-trained case managers quickly and frequently follow up with customers, empowered to do what it takes to provide the highest level of customer care.

How It Works



Request for Assistance	Select a Provider	Confirm Provider & ETA	Monitor & Identify Risk	Confirm & Revise ETA	Meet Expectations
Emily gets a flat tire and uses her smartphone to request roadside assistance.	The Swoop selection algorithm offers the job to Smith Towing, a top service provider in the area.	Smith Towing accepts the jobs and provides a 40-minute ETA; the Swoop platform texts Julie the provider's info and the ETA.	Sudden traffic puts the ETA at risk of missing the client's 60 minute Service Recovery Alert threshold, so Swoop escalates the case.	Julie, an Agero case specialist, assesses the situation, confirms the delay, and revises the ETA, keeping Emily in the loop by text.	Smith Towing arrives ahead of the revised ETA. Julie follows up with Emily to ensure she is satisfied with the service.

Service Recovery Alert (SRA)

A configurable threshold that determines risk severity and escalates to the dedicated Customer Experience Center to prioritize and take action.

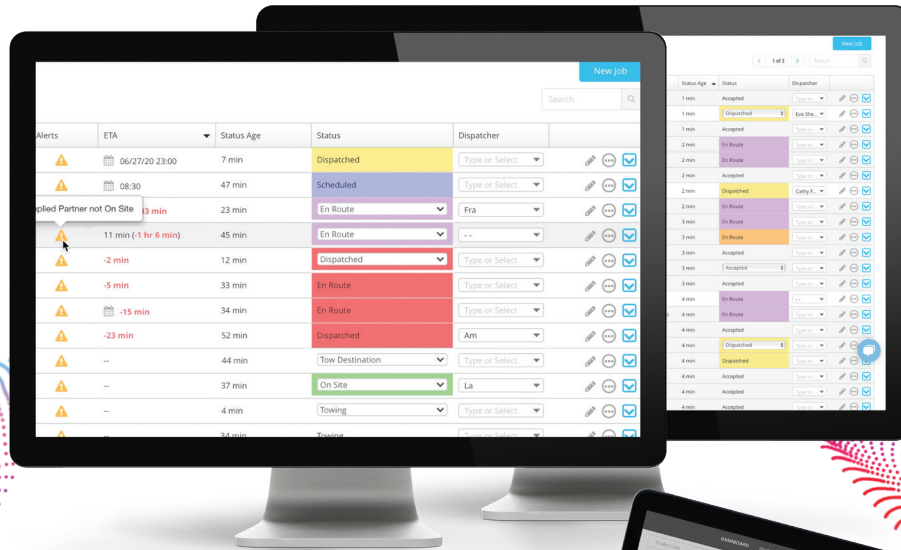
Product View & Features

Escalations

Alerts can be triggered by proactive and reactive triggers. Customer SMS response can also trigger an Alert.

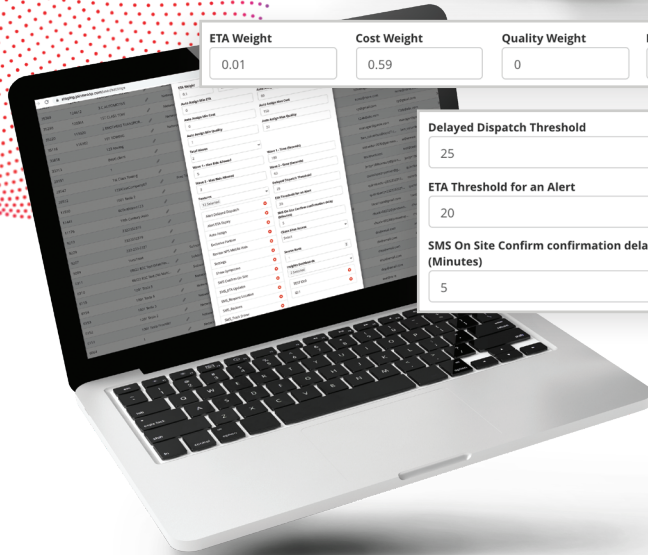
100% Monitoring

Color coded dashboard highlights ETAs which are at risk events to all stakeholders on the platform.



ETA Weight	Cost Weight	Quality Weight	Brand Weight
0.01	0.59	0	0.4

Delayed Dispatch Threshold	<input type="text" value="25"/>
ETA Threshold for an Alert	<input type="text" value="20"/>
SMS On Site Confirm confirmation delay (Minutes)	<input type="text" value="5"/>



Configurable

Configurable dispatch and follow-up logic can be adjusted to meet target outcomes.

System Supported Communication & Action

Screen pops provide agents with details and automated text messages alert customers.

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.**