

Job Update Button on Swoop

New Self Service Feature Puts You in Control

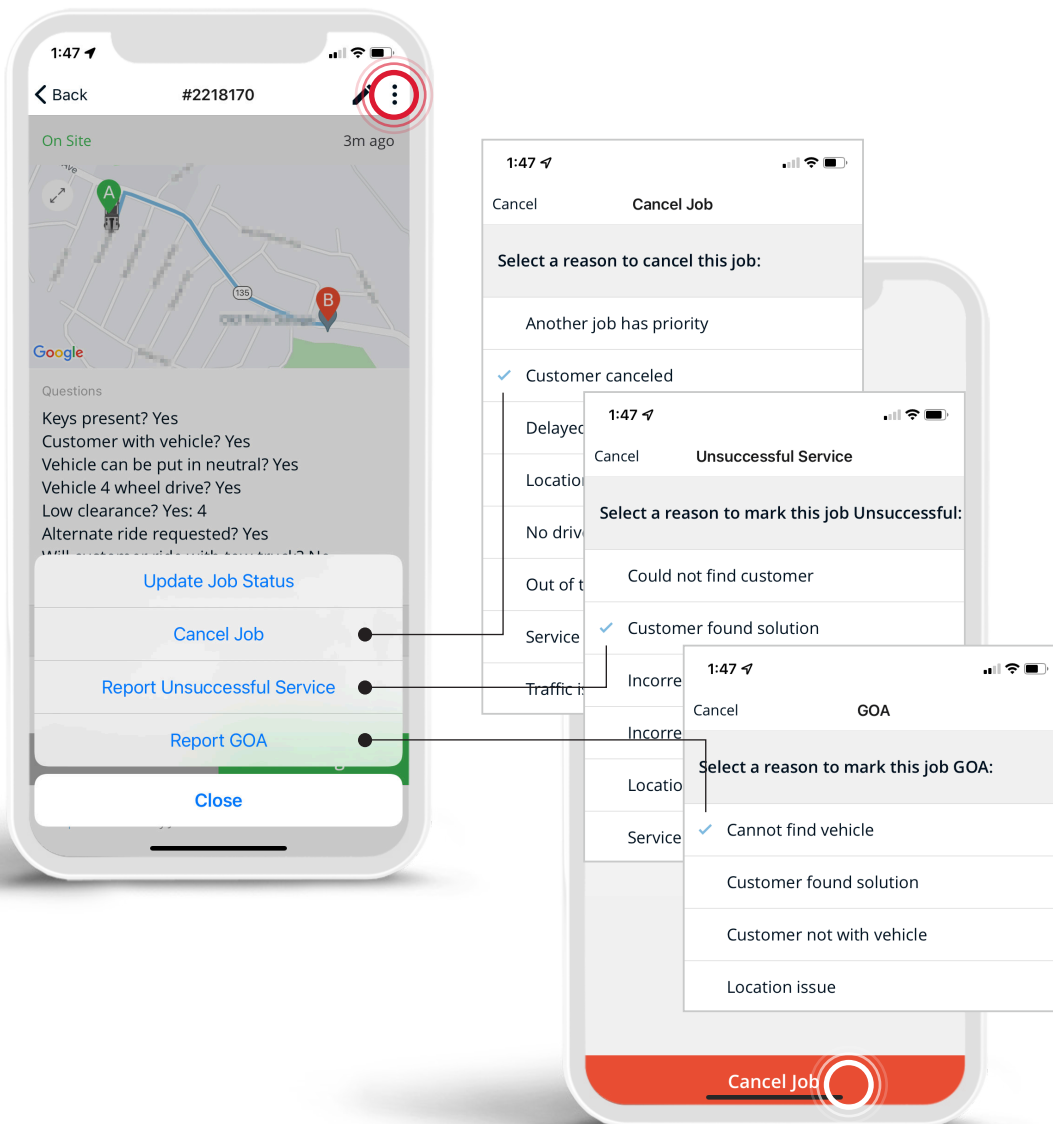
Job Update button enables dispatchers to quickly and digitally update active jobs for cancellations, unsuccessful jobs or GOAs directly from the Swoop Mobile App or Swoop Desktop.



Product Overview

Note: Admin or dispatcher permissions are required to access Job Update Button.

- + Tap on the **three dots** for the job you need to update
- + Select **Cancel Job, Report Unsuccessful Service** or **Report GOA** from the menu



- + Select reason and tap **Orange Button**

Benefits



Easy to Use

Straight forward option from the platform you already use.



Skip The Line

Avoid waiting on hold. Just a few clicks and you can get on with your day.



Quick Resolution

Better control your cancellation metrics to continuing earning and maintaining volume.

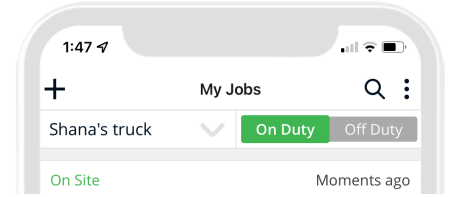
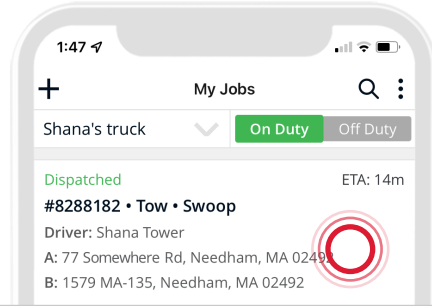


Transparency

Accurate data on GOAs and cancels helps our team better support you.

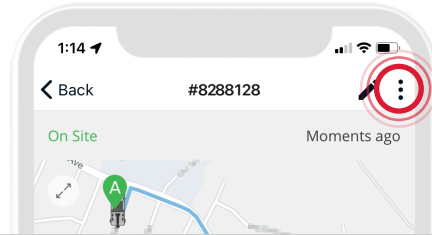
How to Cancel Job, Report Unsuccessful Service or Report GOA

- 1 Select the job that you need to update.

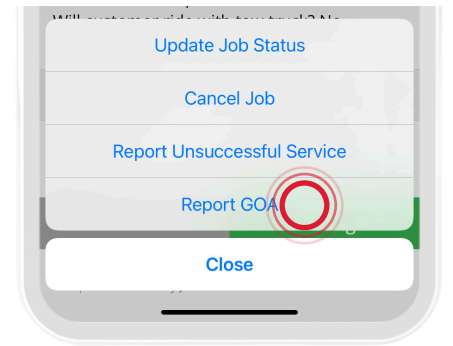
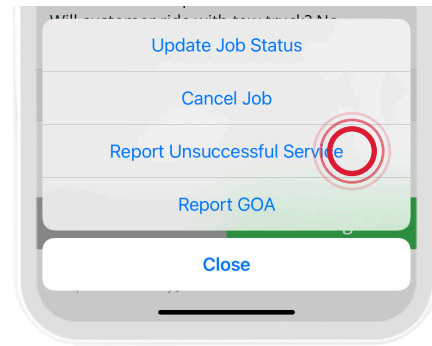
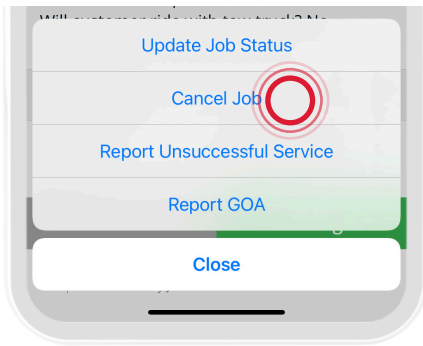


Note: Job status must be set to On Site to mark a job as Unsuccessful or GOA.

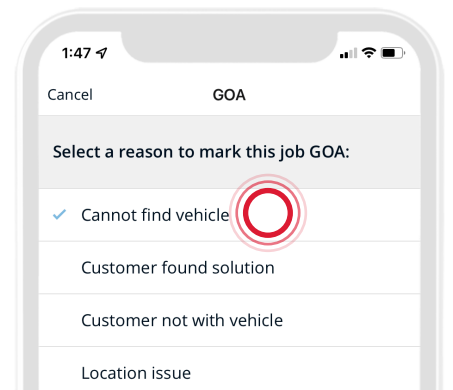
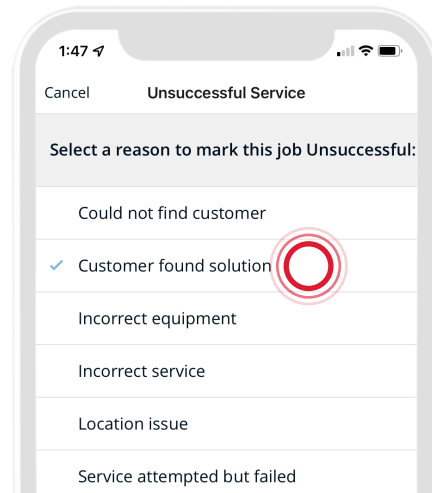
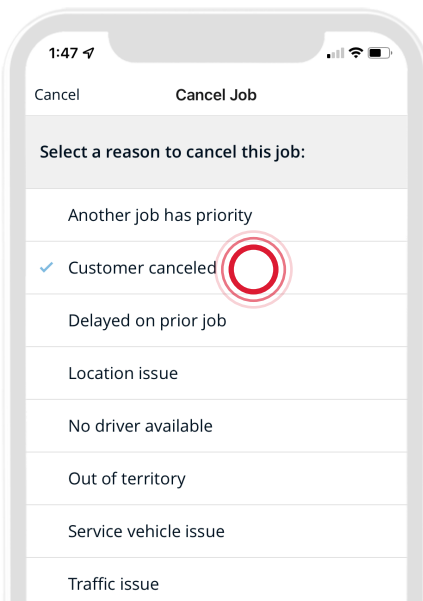
- 2 Tap on the **three dots** next to job you need to update.



- 3 Select **Cancel Job, Report Unsuccessful Service** or **Report GOA** from the pop up menu.

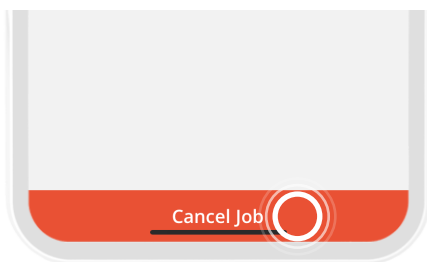


- 4 Select a reason.

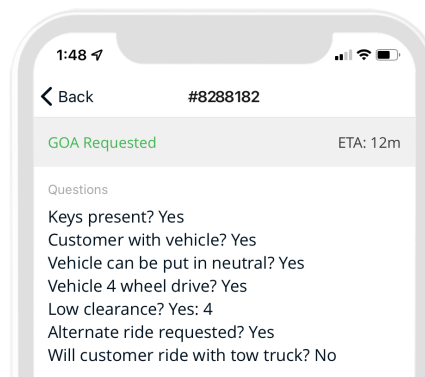
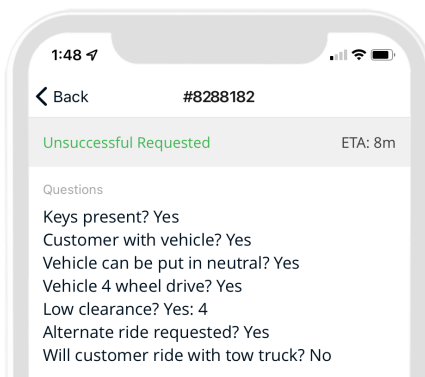
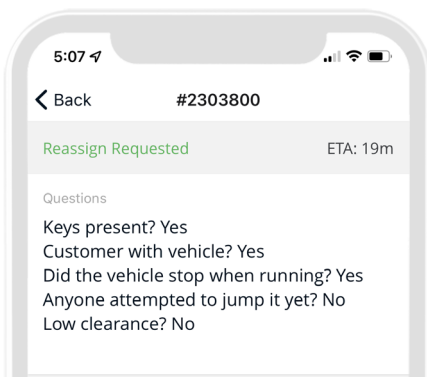


How to Cancel Job, Report Unsuccessful Service or Report GOA continued

5 Tap the **Orange Button**.



6 Job will be updated to Reassign Requested, Unsuccessful Requested or GOA Requested.
No further action is required.



7 Most requests are automatically processed in real time. If agent intervention is required, the update may take slightly longer. For full details, check the history tab on Swoop Desktop.

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.**