

## Agero IVR Dispatch

When you receive a call from Bob, our automated dispatcher...

**1. Bob will ask you how much info you want.**

**Press:**

- 1 for BRIEF summary of dispatch info
- 2 for DETAILED summary of dispatch info
- 3 for instructions
- 9 anytime to repeat current info
- 0 for agent call back
- \* to pause for up to 60 seconds, press again to resume (you can pause each dispatch only 2 times per call)

**2. After hearing BRIEF dispatch info, press:**

- 1 to provide ETA
- 2 to reject dispatch
- 3 for DETAILED dispatch
- 4 to repeat brief dispatch info
- 0 for agent call back

**3. After hearing DETAILED dispatch info, press:**

- 1 to provide ETA
- 2 to reject dispatch
- 3 for repeat the dispatch info
- 0 for agent call back

**4. If your ETA is accepted, Bob will:**

- read back the ETA you entered
- provide a PO#
- send along full dispatch info by your preferred method

*At any time, you can press...*

- 9 to repeat the PO#
- 1 to repeat the dispatch info

**5. If you select 1 to repeat the dispatch info, you can then press:**

- 1 to replay equipment information
- 2 to replay disablement location (address, city, state)
- 3 to replay tow destination (name, address, city, state)
- 4 to replay disablement type
- 5 to replay vehicle color, make, and model
- 6 to replay customer first name, last name, and phone #
- 7 to replay coverage and PO#

### Tips For Using The System

- Keep this reference at your dispatch station to quickly navigate the IVR Dispatch System.
- There's no need to listen to an entire recording if you already know the prompt.
- Once your ETA is accepted, you can hang up – your dispatch information will arrive through your preferred method (fax, email, or text). "Bob" will let you know on the call if your ETA is accepted or not.
- If you request a call back from an agent, you can hang up on the IVR Dispatch System and we'll call you back.