

IVR DISPATCH



Accept dispatches quickly and easily with the press of a button.

IVR Dispatch increases efficiency by allowing Service Providers to more quickly and easily accept dispatches. It even allows them to choose the amount of detail they want or need.

Through the voice of "Bob", our automated dispatcher, Service Providers receive dispatches faster, with less chance of error, and without having to access an agent or wait on hold.

After the dispatch, full dispatch info is provided via email, text, or fax. And as long as Service Providers remain logged in, they can easily accept dispatches from Instant Dispatch at the same time.

» **ACCESS A CALL CENTER
AGENT ANY TIME IF
NECESSARY.**

AN EASY-TO-USE AND FLEXIBLE TIMESAVER.

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

First, Bob will ask you how much dispatch info you want:

- Press 1 for BRIEF summary of dispatch info

OR

- Press 2 for DETAILED summary of dispatch info

Second, accept or decline the dispatch:

- Press 1 to accept by providing an ETA
Enter ETA in minutes followed by #.
(Fax, email, or text is then sent with ALL dispatch info.)

OR

- Press 2 to DECLINE dispatch
Provide refusal reason

Third, you'll receive ETA acceptance, as well as a PO#
(more detailed info will be sent later via your preferred method).

See reverse for full call flow guide ➤



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Continued ➤

AGERO IVR CALL FLOW GUIDE

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#