

Recall Solutions

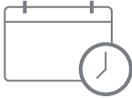
Drive Results with Recall Solutions that Put Customer Experience First

The automotive focused solution for all your recalls needs, quickly and effectively driving recall completion through a seamless customer experience.

Benefits

		
<p>Quick Set Up Always at the ready, easy to setup, easy to update.</p>	<p>Configurable Adjustable to meet specific needs throughout the campaign.</p>	<p>Streamlined Customer Experience From notification through repair, deliver a seamless customer experience.</p>
		
<p>Process Management Full support, end to end, with visibility, support and results throughout.</p>	<p>Vehicle Logistics Management Tow and alternative transportation networks to make completions easy.</p>	<p>Automotive Focused Built specifically to support automotive, based on decades of experience.</p>

Customer Experience

 <p>Eligibility is confirmed based on your latest data.</p>	 <p>Reach the true owner with optimized outreach.</p>	 <p>Integration with dealer scheduling to reduce friction.</p>	 <p>Coordinate vehicle and customer support.</p>	 <p>Branded, simple customer feedback.</p>
<p>Recall Validation</p>	<p>Omnichannel Contact</p>	<p>Scheduling</p>	<p>Logistics Support</p>	<p>Customer Survey</p>
 <p>Instantly, with easy to use uploader.</p>	 <p>Completion rate with mail plus email, phone or text.*</p>	 <p>In need of a recall repair struggled to schedule.</p>	 <p>Zip codes covered with our Nationwide curated tow network.</p>	 <p>Improvement in response rate through survey optimization.</p>

Features



Templates & Pre-configured Campaigns

Leverage our expertise to get started quickly.



Omnichannel Outreach

Reach customers in their preferred channel.



Award Winning Contact Centers

Trained and ready for both outbound and inbound support.



Vehicle Logistics

Support, surprise and delight customers with tow and transport assistance.



Reporting

Real time data for each campaign, each touch point.

Product View

View Full Campaign

The screenshot displays a comprehensive campaign management dashboard. At the top, there are tabs for 'Tasks', 'Enrolled', 'Notification', 'Repair Scheduled', 'Vehicle & Cust. Transport', 'Recall Completed', and 'Customer Satisfaction'. Below these are detailed views for a specific recall case, including vehicle information, contact details, and a timeline of tasks and activities. Callouts highlight key features: 'Owner Identified & Profile Enhanced' points to the vehicle and contact information; 'Schedule Integration' points to the 'Planned activities' section; 'Task Automation' points to the 'Send message' and 'Schedule activity' buttons; and 'Complete Case History' points to the activity log.

About Agero

We are the leader in driver assistance services, safeguarding consumers on the road through a unique combination of platform intelligence and human powered solutions, strengthening our clients relationships with their customers. We protect 115 million vehicles nationwide in partnership with leading automobile manufacturers and insurance carriers, responding to more than 12 million requests annually. Our product ecosystem is powered by Swoop, a San Francisco based digital dispatch software provider we acquired in 2018. **To learn more, visit www.agero.com/consumer-affairs**