

ServiceProviderChat

Digital support and live job updates

Streamline live job updates and reduce phone calls with digital chat.



Benefits



Easy to Use

Update live jobs with just a few clicks.



Skip the Line

Quick access to live job support.



24/7 Availability

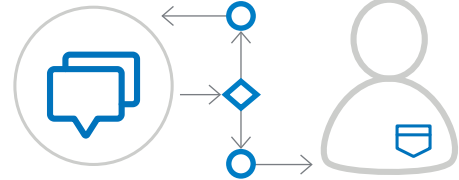
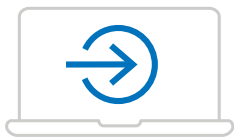
Available whenever you need it.



Automation

Built in logic to respond or escalate to an agent.

How It Works



Open Swoop Desktop

Log in to your Swoop desktop app.

Click the Blue Chat Bubble

Click the chat icon to launch the chat interface.

Enter Job ID Number

Provide the active job details and enter your question in the chat.

Virtual Agent

Chats are fielded by the virtual agent...

Live Agent

...or passed directly to a live chat agent.



Features



Authentication

Secure, user-friendly workflow experience.



Virtual Chat Assistant

Chatbot to Cancel, Update ETA, or Request GOA on live jobs.



Live Agent Escalation

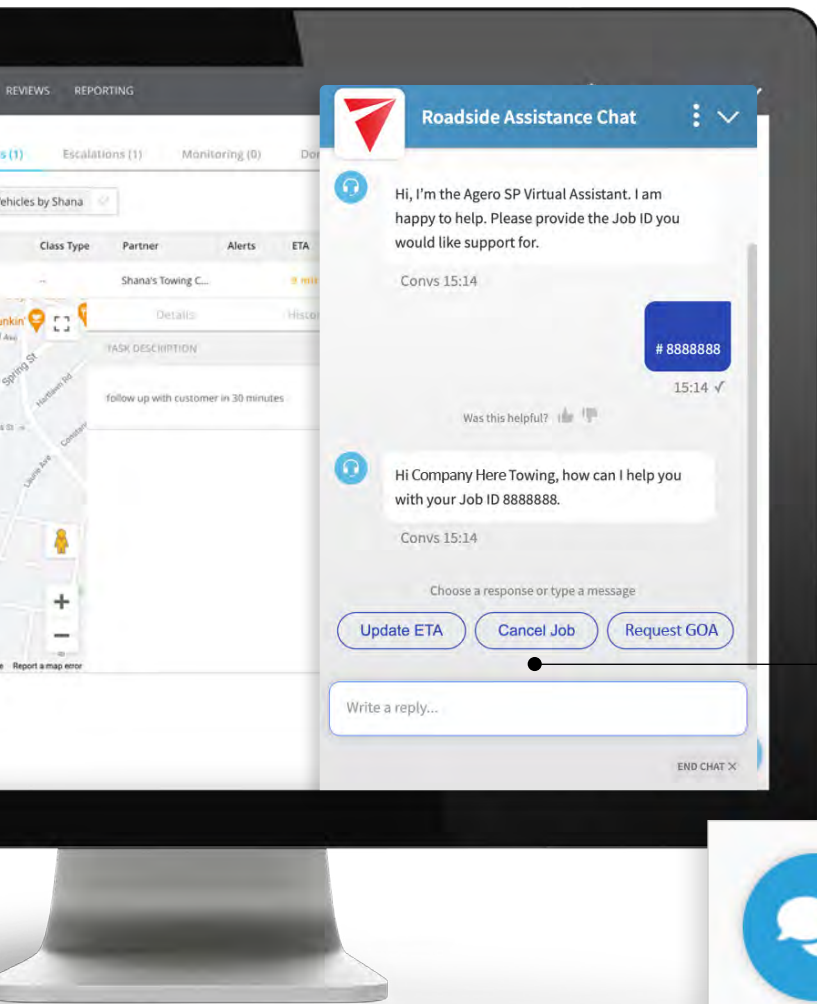
Seamlessly escalate from virtual assistant to live agent for more complex inquiries.



Robust Platform

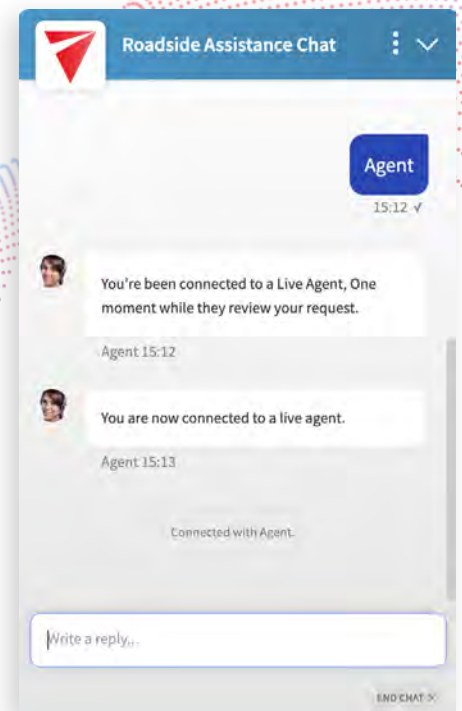
Continuously improving platform.

Product View



Automated job updates include:

- + Cancel Request
- + Update ETA
- + Request GOA



Live agent escalation for all other questions and updates

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.**