Call Center Services

Achieve the full potential of call center services for connected cars

WirelessCar's Call Center Services is a product that enables car makers' call centers to provide secure and professional customer service. Our product offers a standardized set of globally proven safety and concierge services. Providing both an API and a portal, it is easy to integrate into your partner ecosystem, and helps achieve the full potential of connected car services.

Connected vehicles put new demands on call centers

Call centers have been an integral part of connected car deliveries since the early days of automotive telematics. Call center providers' relationships with OEMs naturally progressed from providing non-connected automotive-related services – like arranging roadside assistance based on a driver's request – to providing more comprehensive and data-driven services with the introduction of connected vehicles.

This evolution brought certain challenges. Among them: managing and visualizing the large amounts of data that are sent from the vehicle during an incident, matching the data from the car with the voice call of the driver, and doing so in stressful situations where the driver may or may not be responsive. In order for call centers to continue to provide professional and efficient assistance to drivers, and represent the OEM brand image, new processes and tools are needed.

OEMs may choose to utilize multiple call center suppliers, depending on a number of factors:

- Their operating market
- Their level of expertise
- The languages they support
- The type of services they are authorized or trained to handle

Call Center Services that meet the demands of both OEMs and drivers

Call Center Services was born out of the need for a tool that supports the informational requirements and work processes that enable OEMs to provide first-class call assistance to their customers. Our Call Center application presents incoming service requests from connected vehicles, making sure that the highest priority service requests are handled first. Efficient management and visibility of service escalation events optimize the handling time and information distribution.
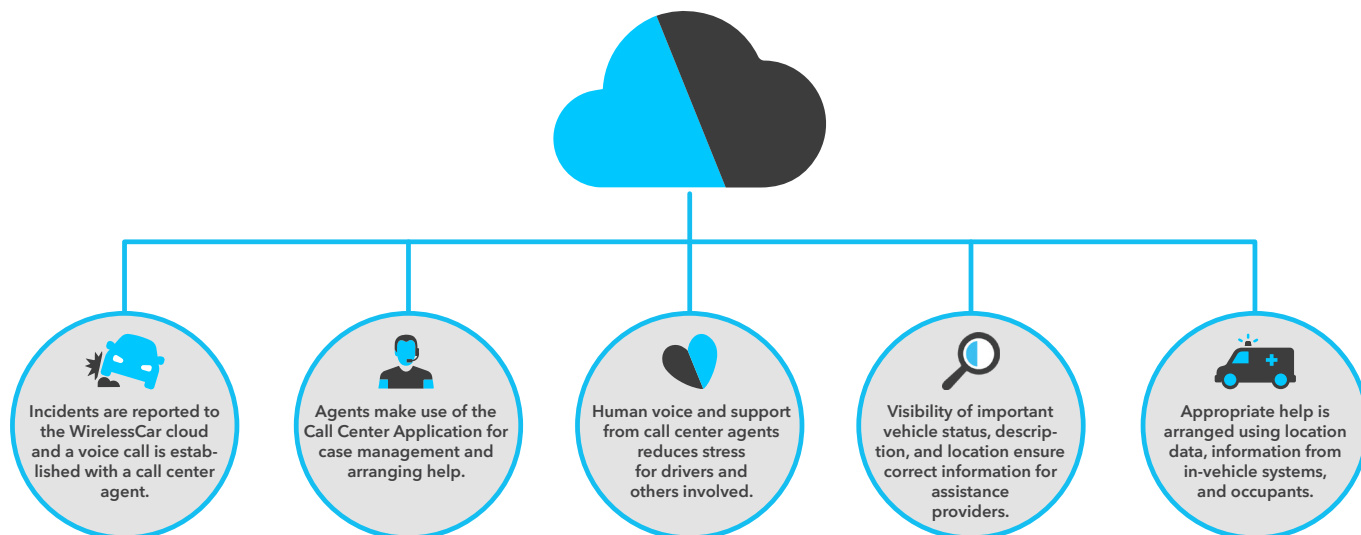
Relevant status information for the various in-vehicle systems, the location of the vehicle, and the vehicle's characteristics, are all displayed, which help the assistance providers to be prepared to find and identify the vehicle. Integrations with the call center's telephony systems ensure that both the voice call and the data from the vehicle can be routed to specific agents who are thoroughly trained to handle these types of errands.

In addition to breakdown and emergency call services, concierge services, assistance with obtaining local information, navigation, remotely unlocking the door, notifying vehicle owners in the case of theft, or tracking and immobilizing a stolen vehicle, can also be supported by our product and call center agents acting on behalf of the OEM.

Achieving the full potential of call center services

Regardless of the type of service or choice of suppliers, our web-based application guides agents through the correct handling of the connected services. This means abstracting the complexity of the underlying vehicle communication and protocols and presenting data in a structured format so that the agent can quickly understand the situation. Only then can the agent effectively address the needs of the vehicle occupants and arrange for assistance. **Professional call center services, supported by a highly trained staff, enable you to meet – even exceed – customer expectations. This requires a network of call center partners that span national borders and ensures that your call center services work as smoothly as your customers expect.** So, how does WirelessCar's Call Center Services help car makers achieve this?

Incidents are reported to the WirelessCar cloud and a voice call is established with a call center agent.	Agents make use of the Call Center Application for case management and arranging help.	Human voice and support from call center agents reduces stress for drivers and others involved.	Visibility of important vehicle status, description, and location ensure correct information for assistance providers.	Appropriate help is arranged using location data, information from in-vehicle systems, and occupants.

The key benefits and features of WirelessCar's Call Center Services

- Low integration efforts reduce time-to-market, enables global scalability, and lowers maintenance costs.
- With its built-in, web-based application for agents, Call Center Services improves efficiency while also reducing training costs. Additionally, it contributes to streamlining and standardizing processes and operations across different call centers.
- By providing call center agents with data about the customer, the vehicle and its current status, you can enhance and improve services, launch new ones, and offer a better end-customer experience overall.
- Call Center Services protects both vehicle data and personal/driver data. It is a secure product, one that is in operation in multiple markets and whose performance has been proven globally by the millions of users and vehicles depending on it.
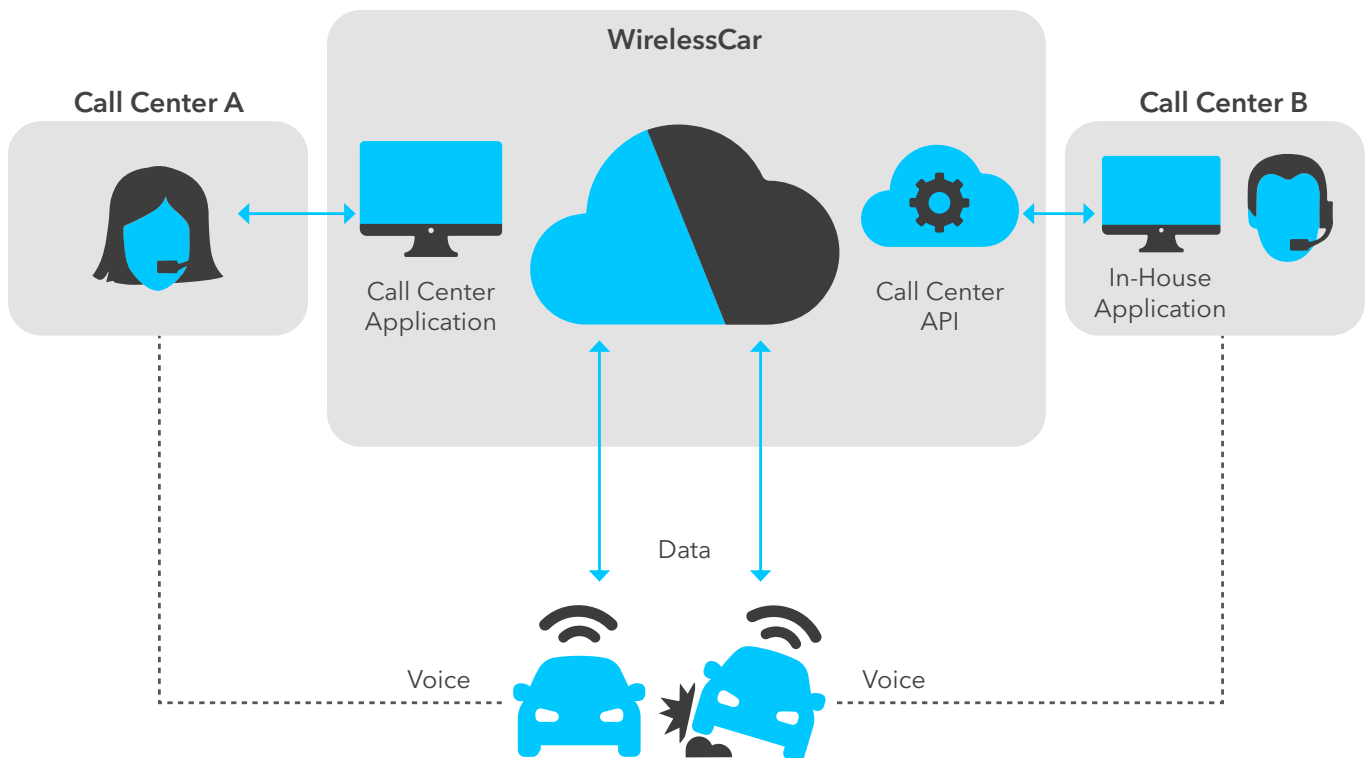
WirelessCar's suite of Call Center Services provides standardized support for:

- Emergency Call (eCall) and Automatic Crash Notification (ACN)
- Breakdown Call (bCall) / Roadside Assistance
- Concierge Call Information Call (iCall) with Navigation Support (Send POI to Car)
- Stolen Vehicle Tracking (SVT)
- Remote Vehicle Immobilization (RVI)
- Theft Alarm Notification (TN)
- Remote Services Activation

Flexible integrations to fit your needs

Call Center Services is a flexible product that supports different levels of integration with different call centers. The lowest level of integration is the quickest to implement, with the call center using our web application – a case management tool specifically designed for connected car services. As call volumes increase – along with demands for reduced response time and additional capacity – we suggest using a deeper integration with your call center telephony systems.

While WirelessCar does not provide the call center agents or infrastructure, we do provide the support for the connected services (listed above) and the tools that support your process flows. Our goal is to help your selected call centre suppliers – their people and their infrastructure – succeed in providing the best possible service for your customers. We also work closely with your contracted call center suppliers to complement their training needs, technical support, integration of telephony, etcetera.

Call Center A   **WirelessCar**   **Call Center B**

Call Center Application   Call Center API   In-House Application

Data

Voice   Voice

Our Call Center Services enables integration of a global partner network

An API that allows for deeper integration and smoother call center operations

We offer an API for service providers who wish to integrate our Call Center Services with their existing call center tools. The API allows call center staff to manage service requests and, for example, assign a case to the call center agent that has answered the related voice call. The API also allows your staff to start remote commands, and to request and receive vehicle status and data from the vehicle throughout the lifespan of the service.

About WirelessCar

WirelessCar is one of the world's leading innovators of digital vehicle services. We accelerate service creation and turn vehicle data into business value for consumers, mobility providers, vehicle makers, and society. Founded in 1999, WirelessCar has continuously built upon our heritage and grown our expertise within the automotive industry. Today, we are a highly recog-

nized and award-winning company, connecting more than eight million vehicles in over 100 countries.

Headquartered in Sweden, with offices in the US and China, WirelessCar works with OEMs such as Volkswagen, Jaguar Land Rover, Daimler, Nissan, Subaru of America, and Volvo Cars to leverage the full value of connected services to achieve smart, safe and sustainable mobility.

To learn more about WirelessCar's Call Center Services, **visit our website** or contact us directly to book a meeting or demo."

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