

Call Center Services

Achieve the full potential of call center services for connected cars

WirelessCar's Call Center Services provides call center agents with the best context from connected car data to help customers in moments of anxiety or distress. Our product offers a standardized set of globally proven safety and concierge services. Offering both an API and a web-based Call Center Client, it is easy to integrate into your partner ecosystem by market and brand, and helps achieve the full potential of connected vehicle services.

Connected vehicles have established strong customer expectations for Call Center Services

Call centers have been an integral part of the connected car experience 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 critical situations where the driver may or may not be responsive. In order for

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 centers to continue to provide professional and efficient assistance to drivers, and represent the OEM

brand image, the customer experience needs to keep up with technological advances.

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

WirelessCar Call Center Services was born more than 20 years ago out of OEM needs for a solution that supports the requirements and processes that enable OEMs to provide first-class call assistance to their customers. Our Call Center Client (CCC) presents incoming service requests from connected vehicles, making sure that the highest priority service requests are handled first.

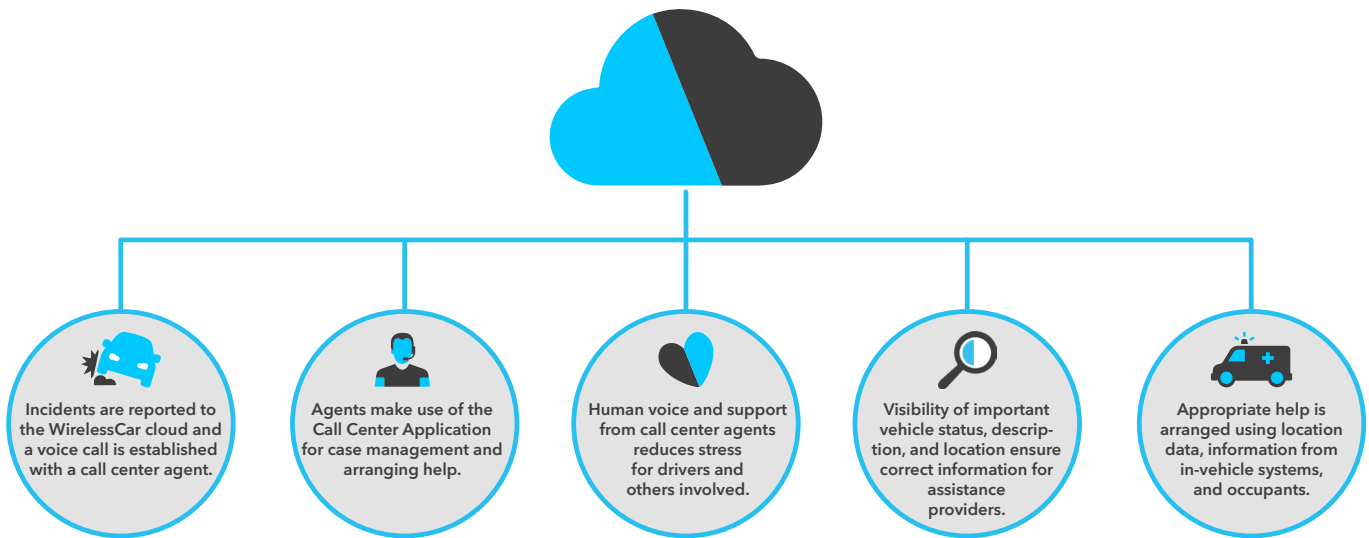
Relevant status information for the various in-vehicle systems, the location of the vehicle, vehicle details, and subscriber/user information are all displayed, which help the assistance providers to be prepared to find and identify the vehicle. Integrations with the call center's telephony systems ensure 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

Whether seeking the back-end services to link your vehicles to existing partners, or needing both the services and call center providers, WirelessCar has you covered. Regardless of the type of service or choice of suppliers, our web-based application guides agents

through the correct handling of the connected services. Alternatively, if your partners prefer to consume the data via an API into their existing CCC, our consumer APIs are easily accessible via our Developer Portal. 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. **Many call center service providers can manage the voice call professionally. However, without strong and clear context from your vehicle, factory feed, and CRM/subscriber databases, they will not be able to meet customer expectations.** So, how does WirelessCar’s Call Center Services help OEMs achieve this?



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.
- An ever-evolving, web-based Call Center Client for agents, Call Center Services improves efficiency (e.g., reduced Average Call Handle Time) through context from connected car data. 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.

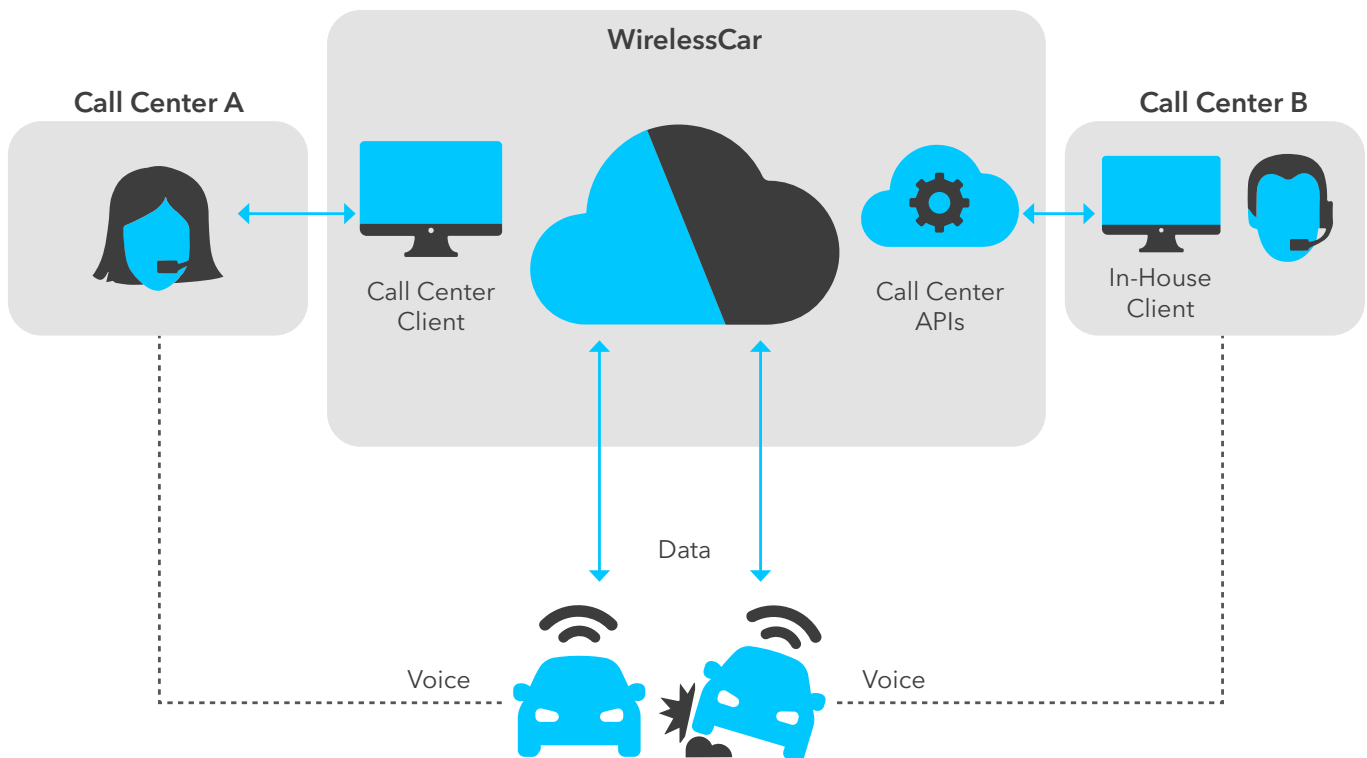
WirelessCar's suite of Call Center Services provides standardized support for:

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

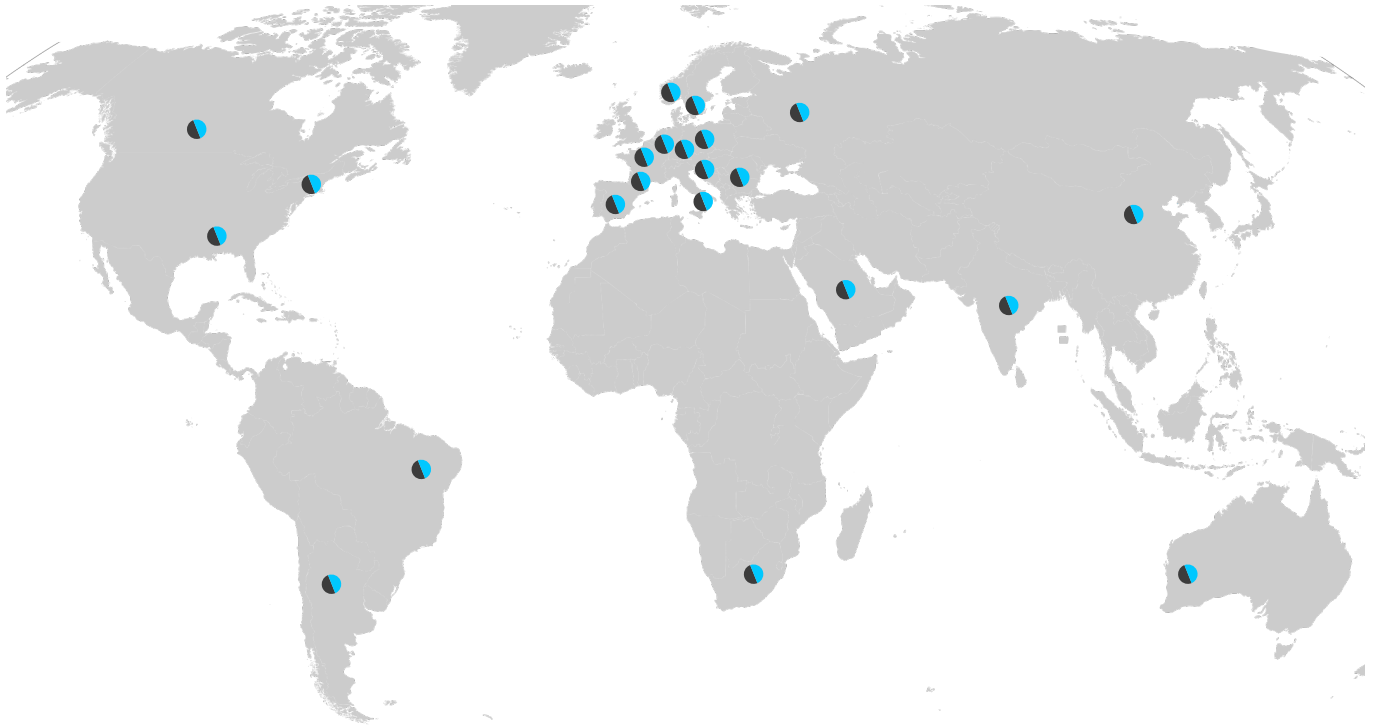
Flexible integrations to fit your needs

We understand that your ecosystem is complex, with different generations of connected cars, and call center providers that may be managed both regionally and nationally. The lowest level of integration is the quickest to implement, with the call center using either our web-based CCC- a case management tool specifically designed for connected vehicle services, or our Consumer APIs. The data will make it to the right place - often faster than it takes for the voice call to reach them. 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. We can also act as your Tier 1 by partnering with our global network of established call center providers. Our goal is to help your selected call center 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.



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.

Breakdown Call (bCall) with both car and app APIs

As we evolve our services, we now offer the ability for a customer to trigger a bCall either from an in-vehicle switch, or via an integration with your existing companion app to offer the safest, most robust service. This helps your customer follow government guidance to not remain in a broken down vehicle in a live lane. Furthermore, if a vehicle has no power, your customer is still able to receive help without having to explain where they are, or what car they have. Also, perhaps surprisingly, this means that even your non-connected cars can have a digital experience via the app API.

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 recognized and award-winning company, connecting more than 12 million vehicles in over 100 countries.

Headquartered in Sweden, with offices in the US, China and Germany, WirelessCar works with global OEMs such as Volkswagen, Jaguar Land Rover, Mercedes-Benz, Nissan, Subaru of America, and Volvo Cars to leverage the full value of connected services to achieve safe, smart, 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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