



# Arise®

## Roadside Assistance

### CLIENT CHALLENGES

Every client views their customers, and their calls, as important, however, when you are dealing with emergency roadside assistance, how a call is handled, and how quickly a customer receives assistance, could literally mean the difference between life and death. High risk situations like roadside service require a unique agent skill set that features a high emotional intelligence, one who is capable of communicating clearly and de-escalating stressful situations quickly.

Flexibility is another challenge. It's hard to predict inclement weather patterns and who is going to be impacted. Maintaining resources that can service at anytime is a tremendous need.

### WHY THE ARISE PLATFORM

- The Arise Platform matches Client call curve, resulting in higher utilization and reduced cost to the Client when compared to captive.
- The Arise Platform flexes to address seasonality / weather demands.
- The Arise Platform can flex up to 40% intraday to help alleviate volume burst.
- The Arise Platform provides access to Service Partners who themselves have experienced Roadside Assistance issues and naturally provide exceptional quality.

### ARISE CORE SERVICES & OUTCOMES

#### Core Services:

Inbound Customer Service Calls from stranded motorists in need of assistance. Process and secure service provider dispatch, and ensure customers are safe from harm's way.

#### Success Measurement:

- Customer Satisfaction Index (CSI) - #1 provider in both internal and external centers
- First Call Resolution (FCR) – Key metric for client, that Arise consistently exceeds expectations
- Flexibility – Client relies heavily on the Arise Platform and the Network's ability to flex up and down during peak volumes