

integrated



minds



solutions



SmartSpot

- ▶ Efficient, hands-free spotting combined with auto-dispatch features, ensures call information reaches drivers in record time, improving service standards and member satisfaction
- ▶ By enforcing your club's spotting rules consistently, SmartSpot assigns the most suitable garage and driver for each call
- ▶ Automated spotting and dispatching, frees spotters and dispatchers for other tasks
- ▶ Automatic respotting of a call, if a driver rejects it, eliminates time consuming manual respotting and ensures calls are not forgotten or neglected
- ▶ Flexible system settings let you honor contractual agreements and satisfy club preferences for each service area
- ▶ SmartSpot enforces garage/driver assignment rules, ensuring consistency, reducing driver complaints
- ▶ SmartSpot provides a detailed decision log, facilitating call auditing and handling of inquiries from garages/drivers
- ▶ Easily adjusted rules enable quick adaptation to changing traffic, road and weather conditions

AXIS ERS SmartSpot provides hands-free, rules-based call spotting. SmartSpot can automatically match an incoming road service call with the best available garage and driver, or on those busy days when things are backed up, it will find the most appropriate call from your wait queue to assign to a driver who has become available. Its highly configurable options make SmartSpot a very powerful and flexible tool, letting you define spotting rules according to your club's practices and preferences.

SmartSpot and Automated Dispatch

When you combine SmartSpot with auto-dispatch features like ERS Digital Dispatch, ERS Fax and contractor web pages, it provides call dispatching in record time.

ERS can spot and dispatch routine calls automatically, without dispatcher intervention. Call information reaches the appropriate driver quickly and reliably, improving overall response time. Dispatchers stay free to handle unusual or difficult situations, and monitor operations.

Using the Control Panel

This powerful and flexible tool allows you to define SmartSpot's rules using one or several configurations. Configurations let you create different sets of rules to suit specific operating conditions. You can then apply these rule sets as required. For example, you can create a configuration for regular daytime use, one for rush hour, and one for late-night conditions. You can also modify rules on the spot, to adapt to changed conditions (such as road construction).

- ▶ Combined with ERS call reason prompting, ambiguity or errors are eliminated when identifying problems, ensuring greater precision with SmartSpot
- ▶ SmartSpot performance has been verified under high volumes (i.e. 10,000 calls/day) assuring reliability and peace of mind

Tracking Driver Availability

SmartSpot needs to identify each driver's status (availability), location (driver grid) and next available time. If your club uses Digital Dispatch, ERS records availability and location information automatically each time a driver updates his or her status using a GPS equipped mobile data device. A dispatcher can also update driver information manually, or you can create operational schedules to update garage and/or driver availability information automatically. By keeping an account for each driver, you ensure that SmartSpot calculates driver eligibility accurately.

Selecting a Driver

When your club receives a call, SmartSpot attempts to find an available driver, using the Driver Select function. Among other criteria, SmartSpot considers the driver's location, service type (for example, tow) and estimated travel time to the client, and the garage's priority.

- Garage priority settings let you establish a hierarchy of fleet and facility garages for each call area. By setting up priorities, you ensure that SmartSpot gives preference to the appropriate service provider.
- Driver ranking settings let you weigh the importance of factors like the driver's priority, available time, service type, last clear time, and travel time. When SmartSpot performs a ranking calculation, the driver with the most favourable result gets the call.
- Travel time estimates between and within grids ensure that SmartSpot assigns a driver who can be on scene for a call within an acceptable time limit. In instances where higher precision is required, SmartSpot will utilize the travel time calculated by a routing engine, where a specific route has been determined.
- You determine how SmartSpot should spot a call when drivers from more than one garage at the same priority level are eligible. For each garage priority, you decide whether SmartSpot will assign the call to a specific garage based on turns or by ranking competing drivers, or should broadcast the call to all eligible drivers.
- A rotation feature lets you cycle garages and drivers through busier territories, to help distribute calls (and profits) on a shared basis. Rotations also allow you to meet service requirements as activity in an area changes, by moving drivers from slower to busier areas.
- When it is a garage's turn to handle a call, and the garage has more than one eligible driver, you determine how SmartSpot should choose among drivers. For each garage, you decide whether SmartSpot will semi-spot the call to the garage (to let the garage choose a preferred driver), broadcast the call to all eligible drivers from the garage, or choose a single driver using ranking, driver priority and turn count, or driver priority and ranking settings.

Selecting a Call

During busy periods, when your club receives many calls and drivers are operating at full capacity, calls might not be spotted at the time of receipt. Such calls are queued to the Spotter's List. Once a driver becomes available, SmartSpot uses the Call Select function to assign the highest priority or most appropriate call to the driver. With this function, SmartSpot continues to operate smoothly even with heavy call volumes.

Driver and Call Select Log

The Driver Select Log provides details about the driver and/or garage selection and the criteria used to make this selection. If SmartSpot cannot spot the call, the log provides explanation messages and a list of disqualified drivers with their reasons for disqualification.

The Call Select Log identifies the call spotted to a driver and the criteria used to make this selection. The log also lists all inappropriate waiting calls, and reports the reasons for their disqualification.

Using SmartSpot Reports

SmartSpot provides an Availability Tracking Report, Garage Rotation Report, LTV Delay Audit Report and SmartSpot Grid Report to help you manage and monitor SmartSpot's activity.

In addition, the Control Panel Inquiry offers extensive reporting and maintenance capabilities, allowing supervisors or dispatchers to monitor current operations, and verify and maintain Control Panel, garage and driver settings. With this inquiry, you can fine tune SmartSpot settings while using ERS Real-Time Club Dispatching to handle active calls.