Features & Benefits

- Efficient, hands-free spotting combined with auto-dispatch features ensures call information reaches drivers in record time improving service standards and member satisfaction

- Assigns the most suitable garage and driver for each call by consistently enforcing your club's spotting rules

- Automated spotting and dispatching frees spotters and dispatchers for other tasks

- Automated re-assignments as drivers become available or their workload changes, reduces travel time, fuel charges and decreases on-scene time

- Automatic re-spotting of a call, if a driver rejects it, eliminates time-consuming manual re-spotting and ensures calls are not forgotten or neglected

- Flexible system settings let you honor contractual agreements and satisfy club preferences for each service area

- Enforces garage/driver assignment rules ensuring consistency and reducing driver complaints

- 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

- 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. more than 10, 000 calls/day), assuring reliability and peace of mind

AXIS SMARTSPOT

Emergency Road Service (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 based on real-time information automatically adjust calls already dispatched to a more appropriate driver. Its highly configurable options make SmartSpot a powerful and flexible tool allowing you to define spotting rules according to your club's practices and preferences.

SmartSpot and Automated Dispatch

When you combine SmartSpot with auto-dispatch features, such as ERS Digital Dispatch, ERS Fax and Contractor Web Portal, it provides call dispatching in record time. ERS can spot and dispatch the majority of calls automatically without dispatcher intervention. Call information reaches the appropriate driver quickly and reliably, improving overall response time and enabling dispatchers to remain 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. These configurations allow you to create different sets of rules to suit specific operating conditions. You can then apply these rule sets with a schedule or as required. For example, you can create configurations for regular daytime use, rush-hour and late-night conditions. You can also modify rules on-the-fly to adapt to changing conditions (such as road construction).

Tracking Driver Availability

SmartSpot needs to identify each driver's workload status, location and next available time. If your club is using Digital Dispatch, ERS tracks availability and location information automatically or each time a driver updates his/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), estimated travel time to the client, and the garage's priority.

✔ Garage priority settings allow you to 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 allow you to 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 favorable 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 greater 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 allows you to 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 may not be spotted at the time of receipt. Such calls are queued to the Spotter's List. Once a driver becomes available, or their workload changes, SmartSpot uses the Call Select function to assign the highest priority or most appropriate call to the driver and will also dynamically shift calls to a more appropriate driver, reducing travel time and decreasing on-scene time. With this function, SmartSpot continues to operate smoothly despite 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. Additionally, 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.

Related Product Sheet

› Digital Dispatch

AXIS ROAD SERVICE BUNDLE   Integrated Solutions. Integrated Minds.