Features & Benefits

❯ Ensures ERS call data is updated in a timely fashion, allowing improved monitoring of call progress

❯ Frees up dispatchers so they can focus their attention on response times and handling exceptions

❯ Service providers can monitor their own results and interact more effectively with your club, helping increase their responsiveness as a partner

❯ Geocoding improves location accuracy and ensures precise mileage costs are paid

❯ Mobility option provides the flexibility to maintain connected and up to date while out servicing member calls

❯ Zero footprint web design simplifies deployment and provides a browser user interface that is intuitive and easy to use

❯ Integrated map display provides a visual representation of call locations to assist with driver assignments

AXIS

CONTRACTOR WEB PORTAL

Contractor Web Portal (CWP) provides a set of configurable web pages that service providers use to view, update and clear their road service calls. CWP streamlines the communication of call details between your dispatch center and contractors. Dispatchers do not need to contact the contractors: as this is done automatically, all your contractors need is internet connectivity and a browser.

Contractors using CWP mark different call events in real time to keep the call status current at all times: Accept, Enroute, On Scene, Under Tow, and Clear. In addition, they can update the estimated time of arrival (ETA) on a given call, plus they can view their calls on an interactive map to help manage assignments.

Subsequent contact with your dispatchers after a call is closed is also reduced since contractors can enter any additional clearing information themselves, such as tow mileage. They can also monitor performance metrics and run reports that itemize all the calls and services they have completed. As a result, the role of your dispatchers changes from one of communicating call details to monitoring calls and service provider response times, ensuring timely service to your members.

Configuring CWP to Meet Your Needs

Through the use of club-defined profiles, CWP can be configured to suit the needs of each contractor, such as the type of call information displayed. It also allows the club to put limitations on the activities available on the portal, such as rejecting or re-spotting calls.

Geocoding

Contractors can view their available drivers and calls on an interactive map and capture the latitude and longitude coordinates of the breakdown location and/or the tow destination for greater accuracy of driving directions, drive time and tow distances.

CWP for Mobile Devices

CWP is also available from mobile devices and provides most of the functionality of "traditional" CWP. Generally, the changes for mobile CWP relate to the appearance and navigation as outlined below:

✔ Pages are optimized to expand to the available screen size on the device. This means the page will adjust to fill the width of the browser page.

✔ To accommodate narrow screen sizes, many fields display vertically instead of horizontally. For example, in the Details page, typically one field is displayed per row rather than two fields.

✔ Only one page will open at a time. For example, when you click Details in the Calls page, the browser window changes from the Calls page to the Details page.

Driver Notification

For mobile CWP, an email notification can be automatically sent to the assigned driver when a call is dispatched. This is useful, because drivers might not always be monitoring CWP. The email body contains a brief summary of the call and an optional hyperlink to access full details of the call.

Supported Mobile Devices

Mobile CWP has been tested on most mobile devices with a browser, including: Samsung® Galaxy™ tablet, Apple® iPhone™, Apple® iPad™, BlackBerry® Bold™, BlackBerry® PlayBook™, and various laptops.

Related Product Sheets

❯ Digital Dispatch   ❯ Insight

AXIS ROAD SERVICE BUNDLE   Integrated Solutions. Integrated Minds.