



SOLUTION SHEET

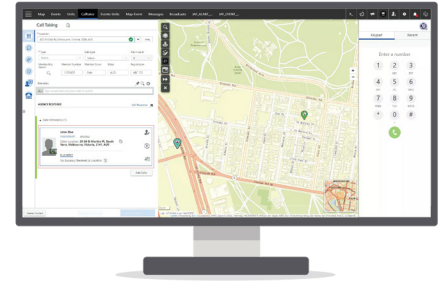
Advanced dispatch for roadside assistance



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You don't often need roadside assistance, but when you do, it must be reliable. Motorists depend on roadside assistance providers (auto clubs) for towing, tire changes, battery replacements and other important services. Auto clubs and other providers know that easy access to services and prompt response are critical to customer satisfaction and safety. The key to those goals is a robust computer-aided dispatch (CAD) system.

The global leader in CAD solutions, Octave has more than two decades of experience supporting roadside assistance companies.



The OnCall Dispatch call-taker form is shown in Create Event mode. The map shows the caller and event location. Fields on the form include Member Number, Member Cover, Make and Registration. A dial pad for telephony integration is shown on the right as an optional component.

Octave's systems serve almost 40 million auto club members and aid nearly 10 million requests for service each year around the world. These same solutions are used by emergency services to protect 1 billion people globally.

Octave OnCall Dispatch

Part of the Octave OnCall (formerly HxGN OnCall) portfolio, Octave OnCall Dispatch (formerly HxGN OnCall Dispatch) is a flexible suite of next-generation incident management capabilities. Supporting on-premises, customer-hosted or managed services deployment, the intelligent software suite provides superior incident management capabilities in roadside assistance, call-taking and dispatch centers and anywhere field technicians need to go.

Key capabilities that benefit roadside assistance organizations include:

Recommend Unit

The Recommend Unit module in OnCall Dispatch uses a combination of provider, location and configured business logic to give a real-time recommendation of

available units that best meet specified criteria. For every event that is created in the system, a real-time recommendation is performed by the Recommend Unit server, allowing a dispatcher to accept the suggested units with a single click or modify the recommended units prior to dispatch.

Automatic dispatch capabilities

Octave OnCall Auto Dispatch (formerly HxGN OnCall Dispatch | Automatic Dispatch) is typically used to automate the dispatching of work based on a configured set of rules. Auto clubs use it to automatically dispatch events to appropriate units when they are available.

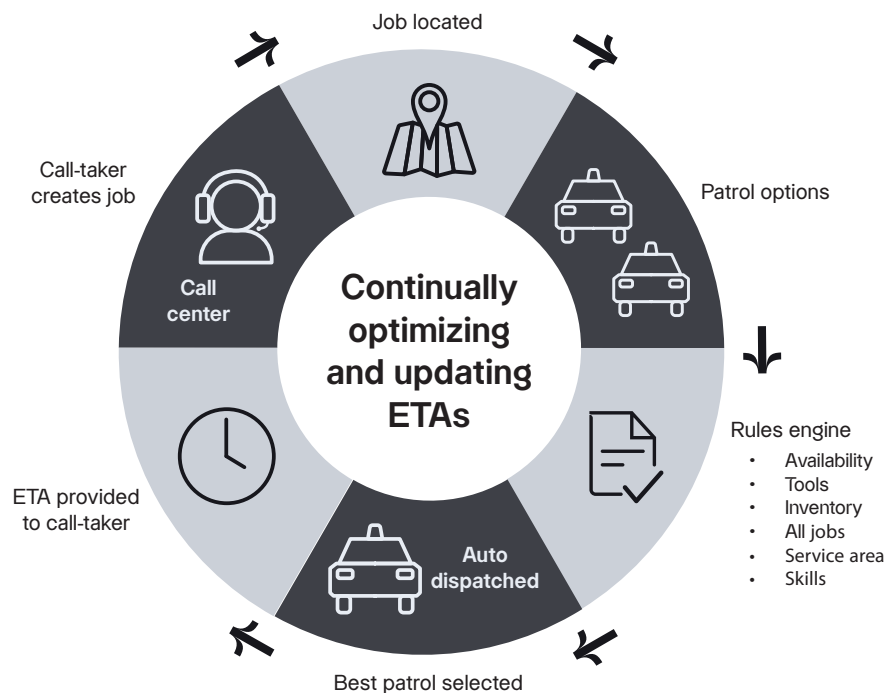
OnCall Auto Dispatch uses mathematical or heuristic optimization to automatically select units to dispatch to events, minimizing cost of

service. The determination is based on several criteria, including a unit's proximity to the event; type of unit and event; shift and negotiated break time, including additional overtime the unit can work; skills; equipment; cost; and estimated service time.

When a unit is selected, the OnCall Auto Dispatch sends a message containing the estimated time of arrival (ETA) to the call-taker or dispatcher or any person who created the event. This allows the call-taker or dispatcher to provide an ETA to the motorist. The dispatcher can manually override any assignments. It also honors any pre-assignment of work (queued or agreed response events) as part of the optimization process.

Benefits

- Automatic dispatch: Allocate work to field personnel on an optimized basis
- Lower cost: Use fewer dispatchers when using auto-dispatch capabilities
- Faster response: Service members and validate entitlements quickly
- Richer situational awareness: Easily integrate CAD with other systems
- Better coordination: Connect field responders with service centers or control rooms through mobile apps
- Flexibility: Select your method of deployment – on-premises or managed services
- Greater agility: Adapt to changing demands and technologies faster
- Increased customer satisfaction: Provide and meet ETAs



Octave OnCall Dispatch supports roadside assistance agencies with an integrated workflow focused on providing the best service to members.



Explore Octave's roadside assistance solutions

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency, and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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