

# PTV Call Center Solutions

for insurance and leasing companies, assistance providers,  
automobile manufacturers and associations



# Fast assistance services help minimise your loss expenses

PTV software solutions allow you to integrate map&guide maps and geographic features into your call centre applications or to expand your existing systems.

Fast response time is the key to success in customer service. In case of an emergency or breakdown, customers expect that call centre agents provide immediate support. For the call centre agent it is important to know the customer's current location. Additionally, they may need information about the nearest breakdown service or authorised workshop, depending on the caller's request.

To find the caller's current location the agent uses either the information provided by the customer (e.g. Lehrte, Apfelallee 4 or motorway A4, kilometre 206) or the live-tracking option via mobile phone or GPS. The position is then directly transmitted when opening the claims file. The current location and the information about the relevant service providers is instantly displayed on the map&guide map. This means that the agent can immediately contact the nearest assistance provider or authorised workshop and notify the customer.

"We prepare for tomorrow's challenges today. We provide, for instance, the eCall solution, the automatic in-vehicle emergency call system, or "pay-as-you-drive" models to calculate dynamic car insurance premiums based on individual driving habits".

*Dirk Weingärtner, PTVAG, Sales Manager Call Center Solutions*

## Moving theory into practice

### assistance partner GmbH & Co. KG

The call centre agents use the map&guide call center solution for all incoming emergency or breakdown calls. The Search for Next option allows the user to list a selection of assistance providers sorted by distance to the site of the breakdown and to clearly display it on a map. The user can immediately identify the assistance or breakdown service providers responsible for the incident location.

"map&guide call center allows us to efficiently manage all breakdown services. Generally, service is provided within 30 minutes to calls.

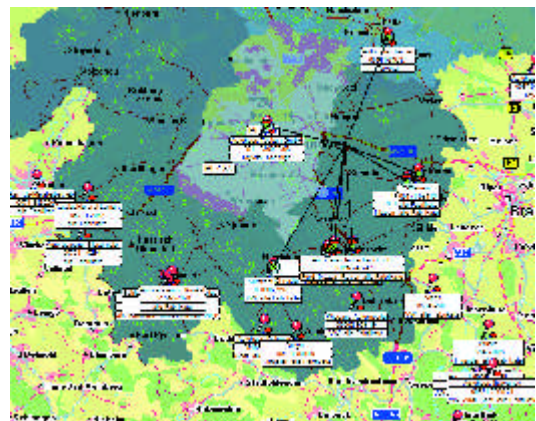
*Ciro Casas, Director of Network*

### Automobilclub von Deutschland

The call centre agent chooses the appropriate assistance service provider and transfers the data, such as the driver's name, type of vehicle and the company's location, in the form of a text file to the claims file. From here the agent directly places the order for the service.

Thanks to the interface to the claim and settlement system we have been able to streamline the entire process from finding to selecting breakdown service providers. The time for processing each breakdown call has been reduced by 30%, which means that service performance and efficiency have considerably been improved.

*Stefan Rost, Manager of the Emergency Call Centre*



Assistance providers at a glance

### ALTE LEIPZIGER Versicherung AG

Claims made on your household contents, glass or building insurance policies are processed like breakdown assistance services. The insurance company finds a skilled craftsperson or technician who can quickly fix the problem.

The web-based software solution accesses the craftspeople database sorted by disciplines like painters, electricians, fitters, etc.

"map&guide intranet allows us to optimise our internal processes resulting in first-class customer service."

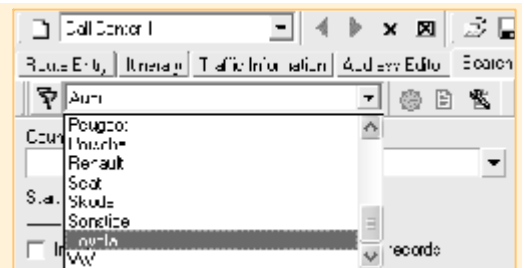
*Herr Markus Butterweck, Claims Manager*

# Functioning

- 1 Initial situation
  - ▶ Vehicle breakdown
  - ▶ Brand: Toyota
  - ▶ Location: Lehrte, Apfelallee 4



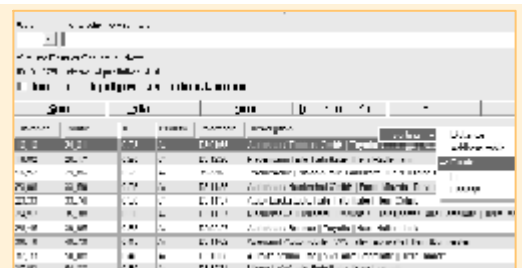
- 2 Select the "Toyota" filter
  - ▶ Individual filter settings
  - ▶ Easy to configure
  - ▶ Available on all workstations



- 3 Find vehicle location "Lehrte, Apfelallee 4"
  - ▶ Phonetic search or GPS-positioning
  - ▶ Actual-map-data



- 4 Select workshop address sorted by:
  - ▶ Filter criterion
  - ▶ Distance
  - ▶ Route
  - ▶ Priority
  - ▶ Area
  - ▶ Time



# The features of map&guide call center solution

- ▶ Dynamic connection to company address databases: SQL, Access and Oracle databases as well as Excel tables can all be directly connected to map&guide and addresses are shown on the map&guide map with additional information.
- ▶ Automated area planning based on your address data (on the basis of direct distance, distance in kilometres, time or postcode). The radius search or search for next includes and displays all areas.
- ▶ Existing areas, that are based on post-codes, can be included in Search for Next (optionally available).
- ▶ Automated interface for data transfer to ERP, CRM and Call Management systems.
- ▶ Form editor for order processing.
- ▶ A search filter allows you to save the search parameters for specific service providers.
- ▶ The software finds all relevant addresses within a freely definable radius.
- ▶ Live tracking via mobile phone or GPS: by means of the appropriate hardware and the add-on module map&guide fleet manager it is possible to immediately determine which assistance providers are nearest to an incident location.
- ▶ More points of interest (POI) such as service stations, car parks, churches, monuments, train stations, toll terminals, etc. help you get your bearings and provide you with important on-the-spot local information.
- ▶ Detailed address information can be shown on the map with a single mouse-click.
- ▶ Individual point-to-point routes, for visitors for example, can be sent by e-mail.
- ▶ Online hotel reservation throughout Europe.
- ▶ Professional door-to-door route planning in numerous European cities including sequence optimisation, calculation of alternative routes and detailed route descriptions.
- ▶ Sequence optimisation (for up to 200 stop-off points) and calculation of alternative routes taking direct distance, road kilometres and time slots into consideration.
- ▶ Calculation of the fastest, shortest or most cost-efficient route by considering different parameters (vehicle-specific properties, speed profiles, time slots, appointments, stay times, driving times and rest periods).
- ▶ Free online traffic information is available for Germany, Austria, Great Britain, Belgium and the Netherlands.

## PTV Call Center Solutions for:

- ▶ Automobile-Assistance
- ▶ Medical Assistance
- ▶ Tourist-Assistance
- ▶ Home-Assistance
- ▶ Legal-Assistance
- ▶ Active Claims Management

# Take advantage of our individual services

For years PTV has provided a wide range of services to build and maintain a loyal customer base. Our broad product portfolio ranges from online consultant finders to

service provider locators at the call centre and sales force and navigation management solutions. PTV can provide you with the solution that best suits your requirements

and objectives. If you would like to learn more about our products and services in a live presentation.

**Feel free to contact us.**



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