

Geographic software for the best motor assistance

In Germany, D.A.S is the clear leader within the motor assistance policies market. It has more than 850,000 customers belonging to the ERGO group, which includes DKV, Hamburg-Mannheimer, Karstadt-Quelle and Victoria in addition to D.A.S. The company's emergency call centre agents quickly and efficiently handle over 100,000 major and minor incidents worldwide, always in compliance with the German TÜV standard.

Customer: **D.A.S. Versicherungs-AG**, a member of the ERGO-Insurance Group

Challenge: Geographic call centre software for 50 to 80 workstations at D.A.S.' service centre.

Solution: PTV CallCenter Solutions (map&guide intranet).

Reliable services thanks to PTV's intranet solution

D.A.S. Motor Assistance policies promise travellers to provide immediate help if needed during the trip. Therefore, call centre agents must have immediate access to reliable information. PTV's map&guide intranet is the ideal solution for these call centre applications.

Numerous useful features assist the call centre agent in handling incoming calls, regardless of whether customers need towing and roadside assistance, return transportation for medical reasons or travel services, such as hotel accommodation.

Up-to-date maps and business contacts

Erik Beige, who is in charge of the emergency call centre's computer system, says: "We have been relying on map&guide software for many years. It allows us to easily enter and edit address data about our contract partners, such as repair shops, breakdown service providers and hotels. The application is stored on a central computer so that all agents have access to the same addresses and up-to-date maps."

Tracking, proximity search and route planning

D.A.S uses the geographic map&guide intranet software not only for administering and geocoding data about contract partners, but also for handling emergency calls with the help of the system's tracking, proximity search and route planning features. If, for example, a breakdown has been reported, the call centre agent can locate the caller whose current position is then displayed on a map. The software searches for the next repair shop or service provider who will be notified by the agent.

If a customer needs a hotel near his or her current location, the agent can easily find an accommodation which exactly meets the customer's requirements. map&guide intranet even provides driving directions to the hotel, if desired.



D.A.S. call centre agents provide immediate assistance thanks to map&guide intranet

D.A.S. appreciates user-friendly software solution

The D.A.S. call centre agents are very happy with the system. And Erik Beige says: "The employees enjoy using this user-friendly tool offering a clearly structured graphical user interface. The software enables us to resolve each and every one of our customer issues in a fast, efficient manner. As head of the EDP department I am very pleased with the system. We've found it to be an extremely reliable system with numerous useful interfaces."