

Introducing

Roadside Assistance in UNITE



Drivers Premier has partnered with RapidSOS to enable 911 dispatchers and telecommunicators to seamlessly connect 911 callers with a trusted roadside provider, directly in the RapidSOS UNITE platform.

Benefits

Reduced time and effort on non-critical roadside

Give yourself more time to support critical emergencies by reducing the effort of locating a roadside provider.

Simplify support for roadside requests

Seamlessly transfer roadside callers with just a few clicks, directly on UNITE's main screen.

Industry-leading customer experience, available nationwide

Feel confident that citizens will be treated with empathy and professionalism, regardless of their location.



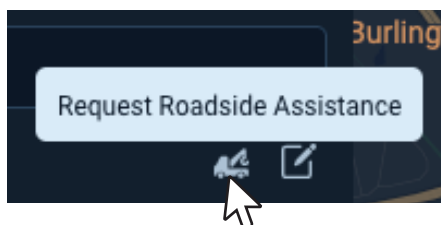
PLEASE NOTE: Roadside requests do NOT include private property tows

How it Works

Intake



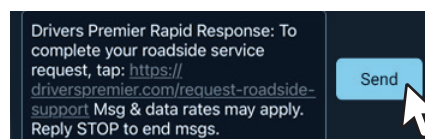
- 1 Citizen **calls 911 to request roadside** support.
- 2 Dispatcher receives roadside request and **clicks the tow icon** in RapidSOS's UNITE platform.



Transfer



- 3 A text message is generated with a link to complete the roadside request digitally. Once the dispatcher **clicks "Send,"** a two-way text conversation is initiated with the citizen.

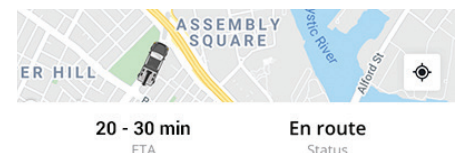


- 4 The **citizen clicks the link** in the text message to continue with their request.

Dispatch



- 5 The **citizen confirms location and roadside symptoms** to submit the request to a nearby service provider.
- 6 The **service provider accepts the request** and receives the citizen's location. The citizen is then sent a tracking link to follow the service provider's ETA.



Features



Request Roadside Assistance

Dispatchers can easily text the caller by clicking the Roadside Assistance button in the action bar.



Configurable Two-Way Texting

Connect with callers via a pre-populated text message, or configure the text to meet your agency's guidelines.



Curated Service Network

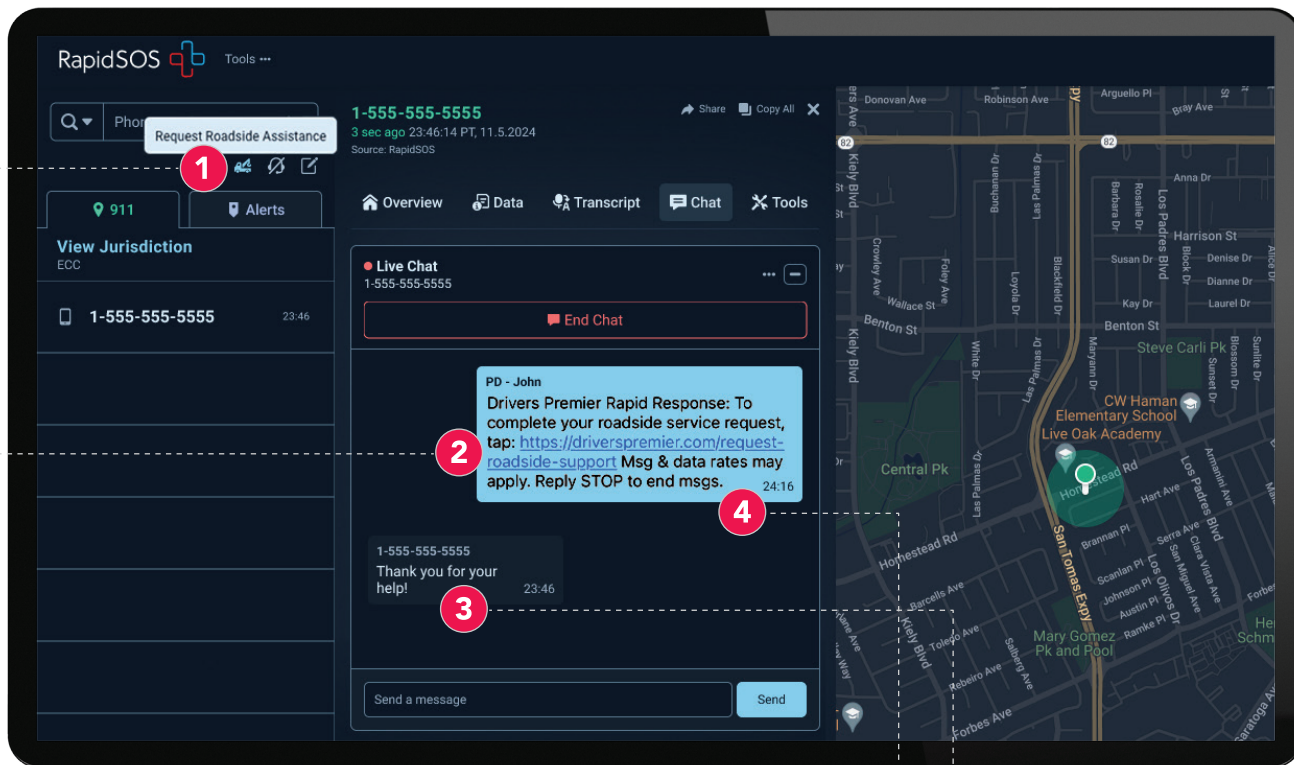
Coverage of 100% of US zip codes through a curated network of background-checked providers.



Digital End-to-End Experience

Callers can digitally complete the request and monitor the request status in real-time to avoid additional callbacks.

Product View



1 Request Roadside Assistance

2 Citizen Request Link

3 Two-Way Texting

4 Configurable Texts

About Drivers Premier

Drivers Premier offers roadside assistance support through their pay for service program, Rapid Response, and through a motor club membership. Drivers Premier is backed by the largest white label brand of professional roadside assistance in use by over 50% of the country's biggest auto and insurance brands. Known for delivering positive customer experiences, Drivers Premier ensures reliable support for citizens in need. They offer a range of services including towing, battery jump, fuel delivery, tire change, lock out, and winch assistance.