

Version 1: Training Required

Subject: New Feature: Roadside Assistance in RapidSOS UNITE - Mandatory Training

Copy:

All,

RapidSOS UNITE has streamlined the process for roadside assistance in non-emergency situations. This new capability will help us respond more efficiently and effectively, ensuring safety and reducing road hazards. This service can assist citizens with a range of services including: fuel delivery, battery jumps, tire changes, lock outs, stuck vehicles and tows.

Your participation in the training will ensure we're all prepared to leverage this feature to its fullest.

Mandatory Training:

Everyone must complete the Roadside Assistance training in RapidSOS UNITE, which you can access here: <https://training.rapidsos.com/roadside-assistance-inside-rapidsos-unite-agent>

Once completed, please email your certificate to <<Training manager>>. The deadline for completion is <<2 weeks from send date>>.

Quick Overview:

Here is a [quick overview](#) of this feature and how it works.

Additionally, when citizens report having common roadside issues (like keys locked in their car, out of gas, car won't start), we can now offer them a helpful solution. You can provide them with the following response:

"I cannot recommend anyone, but I just sent you a link to a reliable self-service tool that will allow you to request help right from your phone."

While we are still not recommending a specific tow agency, this tool allows individuals to connect with local providers directly, improving our efficiency and the citizen's experience.

If you have questions, or need help with the course, please don't hesitate to reach out.

<Authorized Signature>

Version 2: Training Recommended

Subject: New Feature: Roadside Assistance in RapidSOS UNITE

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Training is recommended to ensure we're all prepared to leverage this feature to its fullest.

Recommended Training:

Roadside Assistance training in RapidSOS UNITE can be accessed here:

[\[https://training.rapidsos.com/roadside-assistance-inside-rapidsos-unite-agent\]](https://training.rapidsos.com/roadside-assistance-inside-rapidsos-unite-agent)

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