AXIS
ERS MOBILEPLUS

ERS MobilePlus is an intuitive and easy-to-use mobile application built for the Android™ platform. ERS MobilePlus provides everything roadside assistance drivers require to manage day-to-day tasks, including call management, driver status updates, communications with dispatch, and battery sales. As well, it automatically tracks driver location.

ERS MobilePlus off ers an excellent choice of mobile devices for your drivers, including Android tablets and phones.

Managing ERS Calls

Calls assigned to the driver are automatically displayed with visual indicators of the current call state, the type of service required and the breakdown location, making it easy for the driver to distinguish between calls. Once a call is accepted, the next logical action button is easily accessible, increasing driver productivity.

Functions such as the Map display and member notification are accessed via intuitive one-click icons, ensuring minimum driver distraction. The Map function shows precisely where the member's vehicle is located on Google Maps™.

The Member Notification function allows the driver to choose an appropriate message to inform the member of the driver's status, such as 15 minutes away, etc.

When the driver clicks on Call Information, call details can be viewed, such as the member being serviced, vehicle information, status, time-stamps, etc. Drivers can access additional functions, such as updated ETA, change call details, and more.

Notifications/Updates

A safety message is displayed immediately after a driver signs in. Clubs can customize this message and control whether it is displayed. Drivers are automatically notified when a new call, changed call or message is received by the device.

Drivers can update their status when they are on break and request that no more calls be assigned. As well, drivers can choose from a standard set of functions (No More Calls, Sign Off) and reasons (Lunch, Garage, etc.) to communicate their current status to dispatch and SmartSpot.

GPS

With ERS MobilePlus, all GPS tracking of driver locations is automated based on parameters configured by the club. Location coordinates are used by SmartSpot for automated dispatching and by the integrated mapping applications dispatchers and contractors use to see their drivers on a map. Additionally, ERS MobilePlus provides GPS coordinates on demand to the ERS host application to ensure dispatching is based on real-time location.

Security

Drivers are required to sign in at the beginning of their shift with their own unique login id and credentials. Driver sign-in includes a truck identifier that informs AXIS which services that driver can perform, thereby assisting the automated dispatching of calls. ERS MobilePlus uses Secured Socket Layer (SSL), a 128-bit encryption for all communication.

Supervisor Function

Supervisor functions are provided for your contractors, allowing their fleet supervisor to manage the calls assigned to the contractor while they themselves are out working calls. It includes features, such as a summary of calls already assigned to their own fleet drivers and directing new calls to their drivers.

Map Overview

The Map Overview screen integrates with Google Maps to show the breakdown location or tow destination and supports turn-by-turn navigation from/to those locations. The map appears, showing the driver's current location and a suggested route between where the vehicle is and the selected destination. The driver can also zoom and pan the map.

Point-of-Sale Capability

Drivers can process battery sales and accessories through the AXIS Point-of-Sale system right from ERS MobilePlus. Product information and pricing are easily accessed and payment information, including secure credit card processing, can be entered to complete a sale.

"The drivers in the field appreciate the size of the screen as it's very easy to read and easy to operate. There are no difficulties in moving the calls along. It's a much better system than the system we had been using. The software is reliable and user friendly."

Paul Wells and Tom Schneiderman
ERS Fleet Managers, AAA East Central, Northeast Ohio Region

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