

# The world's first multi-lingual roadside assistance self-help app



The world's first multi-lingual roadside assistance self-help app is now available. The easy-to-use app gives motorists with limited English the confidence that if they experience any issues with their car, they can get assistance in their own language. The app also provides leading car brands, fleet managers and insurance companies the opportunity to extend their customer experience to the roadside.

The app facilitates communication between non-English speaking customers and the assistance provider via set questions and answers. This allows customers even with limited motoring experience or car knowledge to be able to communicate the issue they are experiencing, which leads to a less stressful experience and faster resolution of any issue.

**"We're passionate about creating exceptional experiences, which is why we're delighted to offer this world-first to our Australian customers."**

– MASERATI AUSTRALIA COO,  
GLEN SEALEY

## KEY FEATURES

- Designed for leading car brands, fleet managers and insurance companies that offer roadside assistance
- Easy-to-use client-branded app for motorists with limited English
- Set questions and answers in English and other languages quickly identify and communicate who the driver is, what type of car they are driving, and the issue they are experiencing
- Automatic detection of the motorist's location

## KEY BENEFITS

- Leading-edge branded customer experience
- More cost-effective roadside assistance
- Motorists are back on the road faster

## DIGICALL ASSIST

- Over 15 years' experience in getting drivers back on the road.
- Open 24/7/365 across Australia and NZ, we're ready to assist your customers – anytime, anywhere.
- 1 in 3 breakdowns are resolved over the phone within minutes of calling Digicall Assist.
- Zero channel conflict. We operate independently as a pure B2B2C partner.