

WORKING WITH DIGICALL ASSIST

Your questions answered



1

How do I become a Provider with Digicall Assist?

- We work with large and small roadside assist businesses all across Australia, including mechanics and towing operators.
- To request to join our Provider network, simply [complete this form](#), which you can find on Digicall Assist's website, and email it to providers@digicallassist.com.au
- You must have a work health & safety plan, public liability insurance, and relevant state-based industry licences.

2

What is CSAT?

- 'CSAT' means 'Customer satisfaction' – it's a key metric that Digicall Assist uses to ensure we are meeting the expectations of motorists and our clients.
- After every job at the roadside we ask our customers to rate their experience out of 5. The rating they give is the CSAT score.
- You need to achieve an average CSAT rating of at least 4.7.

3

Why is CSAT so important?

- Providing high customer satisfaction is a fundamental part of Digicall Assist's promise to our clients. The CSAT scores are constantly scrutinised and part of our contractual obligations.
- Maintaining high CSAT scores is critical for our ongoing success and growth – and that means more work for our Provider community.
- CSAT scores provide you with valuable feedback, and allows you to see where your business can improve.

4

What's the advantage of becoming an Ultra Premium Provider?

- Ultra Premium Providers are given the first option for jobs in a designated area, giving them the opportunity to increase their job volume.

5

How long do I have to respond to a complaint or request for information?

- If Digicall Assist contacts you regarding a complaint or an issue, you need to provide an explanation or the relevant information **within 24 hours**.
- If you don't respond within 24 hours, we will assume that you have no further information, and will then need to accept the claim on behalf of the customer.
- We will only ask once. If you need more time, reply within 24 hours to let us know that
- you are working on it and provide a timeframe for your response.

6

How do I contact Digicall Assist?

- Send any questions or information to providers@digicallassist.com.au
- This email address is accessed by the entire Provider Network Management Team.

RATES & INVOICES

Your questions answered

**1**

What is covered under a call out?

- **For roadside assist**, it covers you getting to the job in your mapped area, and then assessing and fixing the issue (where it can be fixed at the scene), such as jump starts, tyre changes, unlocking vehicles.
- **For towing**, it covers you getting to the job in your mapped area, and then 20km of towing. You can charge excess kilometres for anything beyond 20km of towing.

2

Why does Digicall Assist have standard rates?

- Having standard rates reduces the amount of admin for Providers and expedites payment. This is because invoices can be autogenerated and approved for each job based on the standard rates and service template.

3

How do I submit an invoice?

- You don't need to submit an invoice if there are no changes from the standard call out.
- The digital dispatch system automatically generates and sends an invoice to Digicall Assist for payment once you've completed a job. Invoices are approved within 7 days. This process completely eliminates the need for you to do any work to create or send invoices.

4

How do I change my invoice?

- If you do need to adjust an invoice, eg to add excess towing km or add extra information, you need to do so within 7 days of the job.
- Invoices cannot be altered after they have been approved and submitted (7 days after the job). This means further payment cannot be made after that point.
- To adjust the invoice within 7 days, go into the 'Invoice' screen in the dispatch system, click on the invoice, click on the 'Edit' button and complete as needed.

5

What happens if a job is cancelled?

- If a job is cancelled in the first 20 minutes, Digicall Assist does not pay any fee, and no invoice will be generated.

DIGICALL ASSIST SYSTEMS & PROCESSES

Your questions answered



1	What dispatch system is used?	<ul style="list-style-type: none"> Digicall Assist uses a digital dispatch system to manage all roadside jobs. All Providers need to accept and manage jobs from Digicall Assist using this digital dispatch app.
2	How do I access the dispatch system or reset my password?	<ul style="list-style-type: none"> You are given access when you become a Digicall Assist Provider. The dispatch system is a web-based app – it is available 24/7. You can access it via your mobile or your computer. If you need to reset your password contact us via providers@digicallassist.com.au and we'll provide you with a password reset link.
3	How do I use the app?	<ul style="list-style-type: none"> Download the user guide in the Compliance section within the dispatch app, which steps you through how to use it. Share it with everyone in your team. The more familiar you are with the dispatch app, the more you can streamline work and reduce admin.
4	Why do I need to use the app?	<ul style="list-style-type: none"> It's a requirement to use the app, as it is the system that Digicall Assist uses to dispatch and manage jobs, as well as manage your invoice and compliance requirements. It's essential you and all your drivers follow all the procedures for accepting and managing jobs, do the tasks, and document everything in the app. The dispatch app is designed to make your life easier. The in-built processes streamline admin, speed up payment of invoices, and help reduce 'back and forth' for any issues. For example, when you add information about a job into the app, we can then see what you did, what you said, and what the customer said. This enables us to manage complaints or answer questions in the event of a dispute. If case notes are not recorded in the app, we can't prove what did or didn't happen.
5	What is 'In Transit'?	<ul style="list-style-type: none"> 'In Transit' activates live-tracking, so that the customer can see how far away you are. It's essential that you click 'In Transit' in the app after accepting a job, once you are setting off. This automatically sends a tracking link to the customer via SMS. The 'In Transit' live-tracking gives the customer peace of mind, and prevents a lot of calls into the contact centre to find out how far away you are. This means we don't need to call you to ask where you are. This saves everyone time and hassle and reduces ETA complaints down to nearly zero. By activating 'In Transit', it also provides us with the vital information we need for our clients and helps us continue to improve our partnership with you.

BATTERIES

Your questions answered



1

Who is the preferred battery supplier?

- You need to join Digicall Assist's battery program, to save money and ensure there are no issues with getting batteries replaced.
- We have negotiated a national deal with both **R&J Batteries** and **Supercharge Batteries** for best prices and warranties.
- Contact the Provider team at Digicall Assist for details and to sign up: providers@digicallassist.com.au.

2

What should I do if a customer refuses to replace a failed battery?

- If the customer's battery failed, and the customer refuses to replace it with a new battery, you need to note that in the case in the dispatch app.
- You need to record what you offered, and that the customer didn't wish to proceed.

3

What should I do after a battery jump start?

- If you do a jump start, you need to advise the customer to take the car for a drive to ensure the right charge. Also advise them that they should bench-charge the battery overnight or at a mechanic's.

4

What should I do once I've replaced the battery?

- Refer the customer to their local dealer or mechanic in case they need to get the vehicle reset.

COMPLIANCE & SAFETY

Your questions answered

**1**

What is Digicall Assist's approach to safety and compliance?

- Digicall Assist places a very strong emphasis on safety and compliance. We care about your wellbeing and safety, and that of our customers. We want to ensure everyone gets home safely.
- Having the right safety and compliance is a pre-requisite to becoming a Digicall Assist Provider. It's up to you to ensure you're compliant, and we conduct an annual audit that you have the right documentation in place.

2

What's the safety and compliance checklist?

- Your business must have:
 - An ABN or ACN certification
 - Safe Work Management plan
 - Public liability insurance
 - Relevant state-based industry licences
 - Digicall Assist services agreement contract.
- These documents must be uploaded and maintained in the digital dispatch app.