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AutoSpot

- ▶ Automatically displays comments, by address or landmark, lets you provide special instructions or reminders to the call taker, dispatcher, and/or driver, ensuring that important information is obtained or relayed
- ▶ Prompting for specific information and clarification ensures that call takers provide complete and accurate location information
- ▶ The Soundex feature identifies similar sounding locations when a call taker enters an unrecognized address, improving your club's call-locating success rate
- ▶ Automatic call spotting by location improves response time, letting you relay call information to the assigned garage and/or driver rapidly
- ▶ By spotting to a garage or driver based on the type of service required (for example: Tow or LockSmith), AutoSpot ensures that only drivers who are equipped to handle calls receive them
- ▶ In backlog situations, easily reassigned grids let dispatchers automatically direct calls to another garage

The AXIS ERS AutoSpot module lets you divide club territory into grids, to facilitate call spotting and dispatching (for example, you might create a grid that includes all addresses in a particular garage's servicing territory). When your club receives a call, AutoSpot automatically determines the call grid based on the client's street address, town name, zip or postal code, intersection, landmark, district and/or county.

AutoSpot provides basic call spotting capabilities, automatically matching each call to the garage and/or driver with the appropriate service type, for the appropriate call grid.

Setting Up Grids

Each club defines its own grid system, creating grids of any shape and size to cover each service area. For flexible handling of service areas, you can establish both Parent and Child grids. This hierarchical grid structure lets you use grid settings for larger or smaller divisions of territory.

When establishing the AutoSpot database of addresses, your club can purchase mapping data containing street address and landmark information. If your club uses AXIS ERS MapSuite (an integrated map database), you can carve grids (to define them for AutoSpot) simply by selecting map areas.

Locating Call Grids

When matching a call location to a grid, AutoSpot helps you resolve incomplete addresses or misspelled words. When a call taker enters a call location, if AutoSpot does not make an exact match but recognizes a similar address, the Soundex feature displays and lets the call taker choose from similar sounding addresses. Soundex allows searches using street names, landmarks, cities and postal codes.

AutoSpot also helps call takers clarify ambiguities. For example, the system prompts for a distinction between duplicate street names, such as Park St and Park Ave. To pinpoint the exact location (and the correct grid) for a call, AutoSpot can also prompt call takers to choose between intersections or, for example, sections of highway.

Recognizing Cross Streets and Districts

You can set up AutoSpot to recognize and automatically display the nearest cross street and/or the call district when a call taker enters the client's address, providing more specific location information for dispatchers and drivers.

Estimating Arrival Times

When a call receiver enters a new call, ERS calculates an Estimated Time of Arrival (ETA) by adding the delay time for the call grid (in minutes) and the current time. With this information, call takers can provide reasonable estimates, letting clients anticipate and prepare for a driver's arrival On Scene.

With AutoSpot, you can set a fixed delay for each grid and service type (LockSmith, Tow, etc.), or turn on the Automatic ETA Update feature, which calculates grid delay times based on current operating conditions. The Automatic ETA Update feature first calculates the delay time for each recent call by subtracting the call's receive time from the On Scene time. Then, it determines the average delay time for recent calls in each grid, and updates each grid to use the average delay.

Displaying Comments

When required, you can set comments for an address or landmark. Whenever a call taker enters information for a call at this location, AutoSpot displays the appropriate message (for example, you can prompt the call taker to "ask which parking lot the client is in"). You can also use comments to relay instructions to the dispatcher and driver for locations that require special equipment (for example, an underground parking lot) or for locations with specific meeting points.

Assigning Garages and/or Drivers

For each grid in your territory and for each service type offered by your club, you can assign a garage and (optionally) driver. When you use AutoSpot to spot calls, AutoSpot assigns each call to the garage and/or driver with the appropriate service type, for the appropriate grid. When call volumes are high, dispatchers can quickly and easily reassign grids to a different garage and/or driver, to help distribute the workload.

For rural areas, you may choose to assign towns or entire counties to a particular garage.

Building the AutoSpot Database

As you use ERS and your club expands, you may come across new, unrecognized locations. AutoSpot saves unrecognized addresses in the AutoSpot Failure Report, allowing department supervisors to analyze and fine tune AutoSpot's database whenever required (for example, to add an address variation). Your club can also purchase semi-annual data updates, to add new addresses and landmarks automatically.

Using AXIS ERS SmartSpot with AutoSpot

AXIS ERS SmartSpot provides sophisticated automatic call spotting, based on the rules you set up by grid. SmartSpot first uses AutoSpot's grid locating capabilities to identify the call grid. Then, SmartSpot chooses the best available service provider for the call, using your club's rules for the grid. SmartSpot's highly configurable options let you define spotting rules according to your club's practices and preferences.