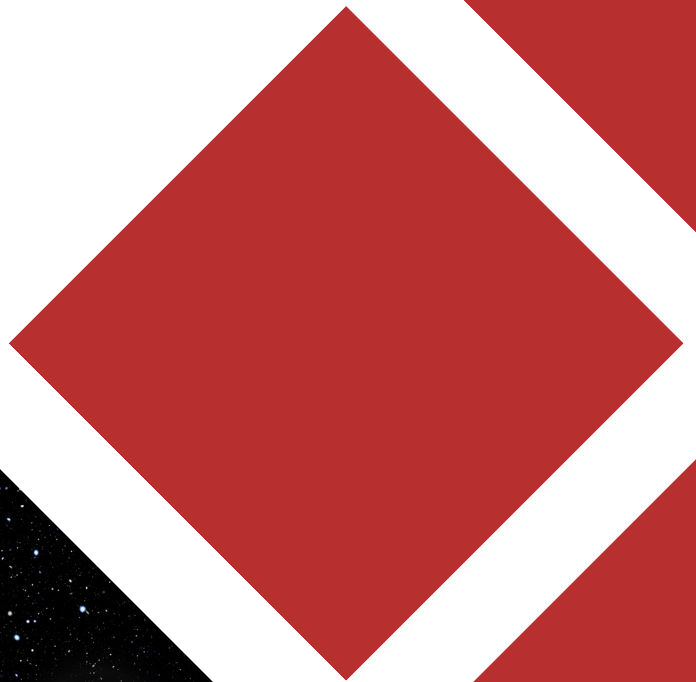# CHAPP MOBILITY

◆ For Service Providers

The Future of
Roadside Assistance

Overview of Chapp Mobility's RSA Framework

The primary aim of Chapp Mobility is to facilitate seamless, efficient digital interactions among RSA providers, customers, and related service entities. By harmonizing processes such as service requests, dispatch operations, and customer communications, Chapp Mobility strives to enhance the overall efficiency and effectiveness of road side assistance services. This initiative not only improves operational workflows but also ensures a more coordinated and reliable RSA experience for motorists.

Technical Approach

The framework at Chapp Mobility is built to be adaptable and interoperable, ensuring that it functions effectively in diverse geographic locations. Our focus is on enhancing the security and efficiency of RSA services, making them more streamlined and accessible for both providers and users.
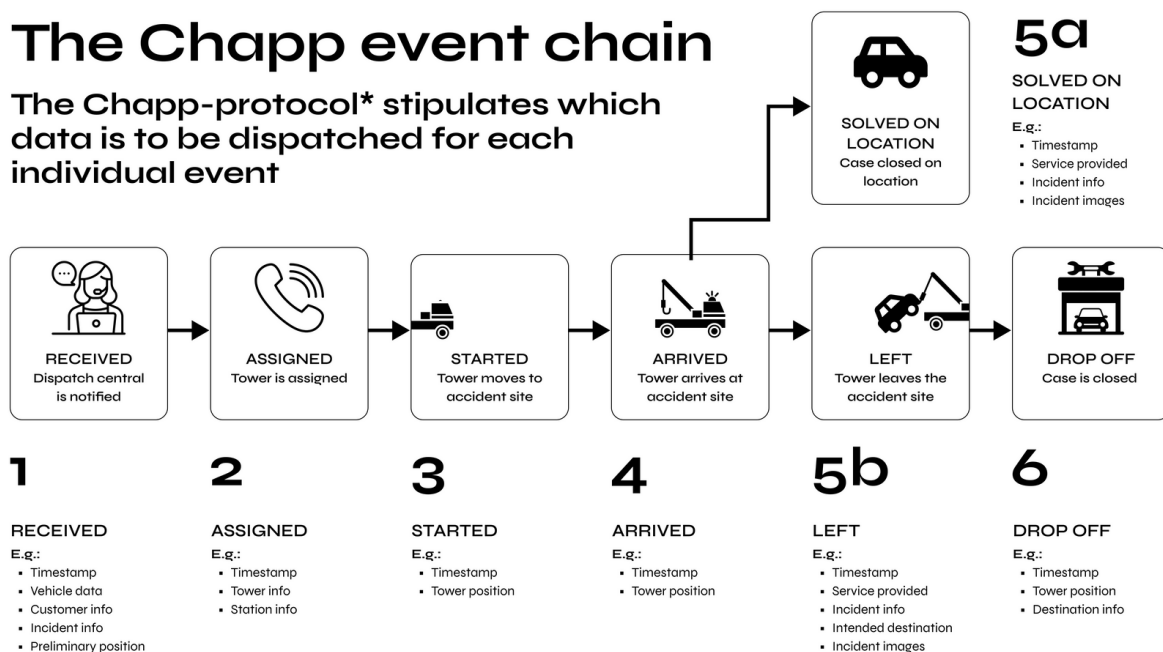
Becoming a Service Provider with Chapp Mobility

By complying with the Chapp Mobility protocol, you can ensure a safe, transparent and high quality digital experience for both clients and end customers.

Chapp Mobility relies on a structured, event-driven process – The Chapp event chain. This approach is designed to maintain operational efficiency and data accuracy. Below is a detailed outline of each step in the process and the specific data required from service providers at each stage:

The Chapp event chain

The Chapp-protocol* stipulates which data is to be dispatched for each individual event

5a
SOLVED ON LOCATION
E.g.:
- Timestamp
- Service provided
- Incident info
- Incident images

SOLVED ON LOCATION
Case closed on location

1
RECEIVED
Dispatch central is notified
E.g.:
- Timestamp
- Vehicle data
- Customer info
- Incident info
- Preliminary position

2
ASSIGNED
Tower is assigned
E.g.:
- Timestamp
- Tower info
- Station info

3
STARTED
Tower moves to accident site
E.g.:
- Timestamp
- Tower position

4
ARRIVED
Tower arrives at accident site
E.g.:
- Timestamp
- Tower position

5b
LEFT
Tower leaves the accident site
E.g.:
- Timestamp
- Service provided
- Incident info
- Intended destination
- Incident images

6
DROP OFF
Case is closed
E.g.:
- Timestamp
- Tower position
- Destination info

* For complete technical definitions, see api.chapp-mobility.com

1. Received
- *Description:* This is the initial stage where the service provider acknowledges the receipt of a service request.
- *Data Required:* Initial service info and location, insurance details and end customer- and vehicle information are needed.

2. Assigned
- *Description*: In this phase, the request is assigned to a specific service provider.
- *Data Required:* Identification of the assigned service provider and relevant contact details.

3. Started
- *Description:* This step marks the beginning of the service provider's journey towards the service location.
- *Data Required:* Departure timestamp, location coordinates at the time of departure, and estimated time of arrival.

4. Arrived
- *Description:* This indicates the service provider's arrival at the location where assistance is needed.
- *Data Required:* Arrival timestamp and confirmation of location and vehicle.

5a. Solved on Location
- *Description:* This event is recorded when the issue is resolved at the location itself.
- *Data Required:* Nature of the solution provided, timestamp of issue resolution, on site photos and any additional services performed.

5b. Left
- *Description:* This applies when the issue can't be solved on the spot.
- *Data Required:* Timestamp of departure from the incident location, on site photos and intended drop off location.

6. Drop Off
- *Description:* This is the last phase, where the vehicle has been towed or transported to a drop off location.
- *Data Required:* Destination details, and arrival timestamp at the drop-off point.

This process allows Chapp Mobility to ensure quality service and accurate data collection, essential for efficient RSA operations. As a service provider, adhering to this process is crucial in maintaining our service standards.

Compliance Requirements for Service Providers at Chapp Mobility

To ensure the highest standards of service and efficiency in our network, Chapp Mobility mandates compliance from all service providers. This involves precise and reliable data management through our API and adherence to robust version control practices.

Data Submission Standards
- Service providers are required to complete all mandatory fields in the API, which is fundamental for maintaining the quality and accuracy of the data provided. This ensures basic eligibility for task assignments within our network. Furthermore, the more comprehensive the data submission is, including optional fields, the better. Providing a fuller data set enhances the potential for receiving more and varied assignments, as it demonstrates a commitment to thoroughness and detail.

- Data and API-calls must be made in a timely manner (preferably real time), and may not be made as a batch job or similarily made from an already curated list of events.

Version Control Practices
- *Accurate Version Tracking:* Keep a comprehensive record of all data submissions, including the specifics of what data was sent, the timing of these submissions, and any changes made.

- *Consistent Data Submission:* Regularly update and align data submissions with the latest version control protocols to avoid any discrepancies in the data.

- *Change Management:* Systematically document any alterations in the data structure or content, ensuring that these changes are managed in a controlled manner.

- *Regular Updates and Synchronization:* Align submissions with the most recent API version to guarantee the data remains current and consistent.

- *Error Handling and Correction:* Promptly rectify any mistakes in data submissions, updating the information to match the latest version.

- *Compliance with API Updates:* Adapt to any updates in Chapp Mobility's API, ensuring that submissions are always compatible with the newest version.

Benefits of Compliance for Service Providers

Adhering to these compliance requirements offers numerous advantages for service providers, including:

- *Increased Customer Satisfaction:* By providing accurate and timely data, service providers can significantly enhance the experience for their customers.

- *Quality Guarantee:* Compliance ensures a high standard of service delivery, positioning providers as reliable and professional entities.

- *Opportunity for International Assignments:* Meeting these standards opens the door to receiving assignments from abroad, expanding the scope of business operations.

- *Competitive Advantage:* Providers who comply with these guidelines distinguish themselves in the market, gaining a competitive edge over non-compliant counterparts.

Compliance not only aligns our partners with the latest updates and security standards but also guarantees effective data management, a cornerstone for delivering outstanding roadside assistance services.

Interested in Becoming a Service Provider?

Join the Chapp Mobility network and be a part of a transformative journey in the roadside assistance sector. For more details on the application process and partnership opportunities, please contact us. Let's drive the future of roadside assistance together!