

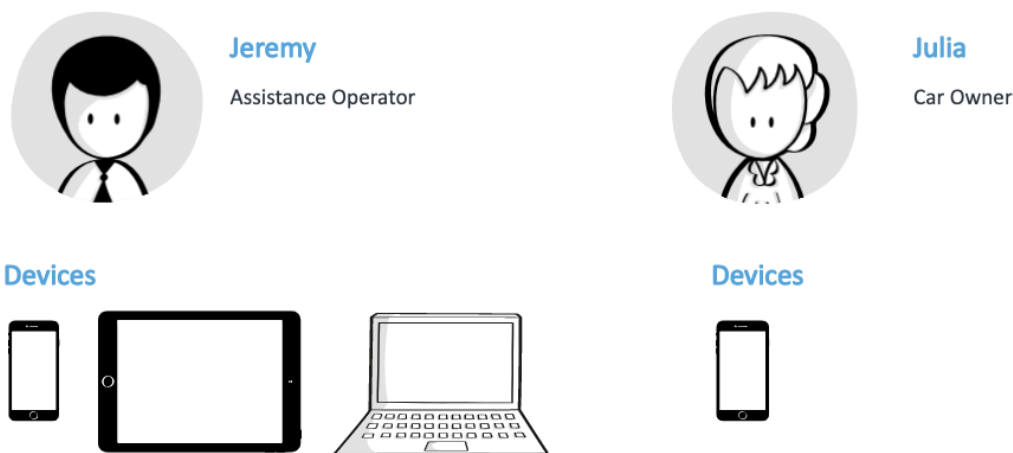
## Use Case Description

# Roadside Assistance

## Background

As the largest automobile club in Europe ADAC has huge operational costs operating its service fleet. On average there were over 10 000 missions per day in 2018. A major hurdle is figuring out in an accurate and time efficient manner which action to take to resolve an emergency. The employees need to decide based on limited information that the car owner reports over the phone where the car is and which action to take. In order to improve that, ADAC is trying to digitalize its business. ADAC launched an ADAC Pannenhilfe app, that allows users to report problems through an app. It allows users to manually enter their car information and choose a category for the accident which helps ADAC narrow down the service it should provide. Entering vehicle information by hand however is tedious and error prone. In order not to fully rely on what the users enter the ADAC call center dashboard should be extended to fetch information regardless how the help request was sent by the user.

## Story

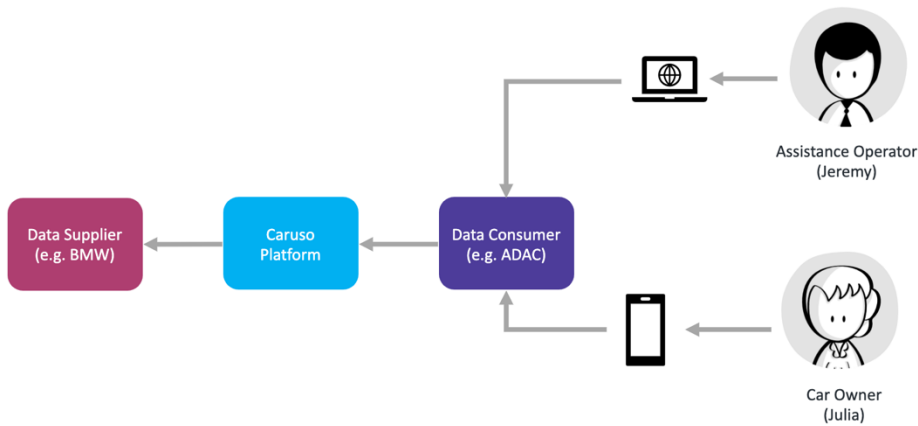


Julia is 25 and as many she registered with ADAC after getting her car. On the way home Julia's car breaks down on the highway. She needs pull to the side. She tries to find the problem, but she is no expert. She contacts the roadside assistance through ADAC app. She is unable to provide any meaning extra information on the reason why the car broke down.

In the ADAC call center, Jeremy receives the help request from Julia on the dashboard. He confirms that the request has been received and investigated. Jeremy then retrieves the vehicle information and the current status through the dashboard. This includes the current location, detailed vehicle information and any diagnostic trouble codes the vehicle might have sent prior to the failure or during it. With this information Jeremy narrows down the potential cause of failure and the available options to help Julia. In this case the problem is engine overheating and the problem is unlikely to be solved by on-site repairs, so Jeremy opts for a towing service. He then contacts Julia and the towing service to organize a rescue.

After receiving the explanation on break down and that help is on the way Julia's mind is at ease. She sees that Jeremy has made the decision based on fact and trusts the decision taken. ADAC has reduced its operating costs by not sending anyone to repair the car on site and it has reliably solved the problem. They were able to reach a decision quickly and based on the actual vehicle status.

## Information Flow



## Functionalities

As ADAC we want to improve our digital services to include more real time information from our members vehicles. This information should be used to effectively respond to requests.

- The ADAC service center dashboard (Desktop)
  - Receive help requests
  - Fetch and display vehicle information
  - Visualize the problem
  - See actions that can be taken
  - Contact driver
  - Contact towing/ on-site repair provider
  - Overview of new & already processed help requests
  - ...
- The driver Pannenhilfe application (Mobile)
  - Enter & View vehicle information
  - Send help requests
  - Receive instructions from ADAC employee
  - ...

As Caruso however the goal is to present the use case, not building a fully functioning system. Present: “How Caruso enables Roadside Assistance” for our customers. So that our (potential) customers would take interest. The core idea is to show that ADAC is dashboard benefitting from fetching and displaying vehicle data using Caruso API. To this extent it is maybe not so important how the request is sent and how arrives at the ADAC dashboard. What is important is that we have all this information and how it is presented and that the flow that the employee executes is believable. How this information arrives at the car owner is again of lesser importance. The easiest to grasp presentation flow might be one that focuses solely on the dashboard.

## System Landscape

- The ADAC service center dashboard (Desktop)
- The driver Pannenhilfe application (Mobile)

## Data Items

Geolocation, Vehicle information, Diagnostic Trouble Codes & translation