

## HOW OUR LIVE DISPATCH WORKS

1. Customer contacts you via the **PHONE.COM** application. Please download the app.



2. You will be assigned, have access to, and receive phone calls from:
  - i. [866-455-5973](tel:866-455-5973)
  - ii. [866-222-8176](tel:866-222-8176)
3. Please greet the customer, but waste no time in asking the customer for their details to fill out the form.
  - a. If customer gives you any complications (asking “where we are located”, asking for a price, or anything other can giving you the relevant information to receive service, please tell them this reminder:
  - b. **“I am only the dispatcher. I must take your information down and as soon as I dispatch it you can expect to receive phone calls from multiple Service Technicians who will immediately give you a quote to service you. Without your information, I can’t send your dispatch to any of our technicians.”**
4. Please Fill Out The Form As Quickly & Accurately As Possible.
  - a. If Customer has an address to where the vehicle is located, please fill in Address Field
  - b. If Customer does not have an address, you can leave the Address Field blank, & tell them to share their location with the phone number they are calling (should be one of the above numbers).
    - i. You will receive their GPS coordinates via text message (you may have to open the link and then copy/paste the coordinates)
      1. \*Coordinates should be entered in **EXACTLY** this format\*:
 

**34.11076° N, 79.33429° W**
    - ii. Once Submitted, our system will keep account of the recorded phone call as well as the number of submissions you make in each pay cycle.
5. You must follow ALL instructions in our dispatch exactly
6. Failure to do this can risk losing payment.

## WHEN YOU GET PAID

- Weekly, every Sunday before 11:55 PM.

## HOW YOU GET PAID

- Cashapp
- Zelle
- Venmo
- Apple Pay
- Bitcoin
- Alternate Cryptocurrency
- Prepaid Digital Card (\$5 fee)



## THINGS YOU SHOULD DO

- Respond to incoming phone calls **IMMEDIATELY**
- Double Check that each Dispatch form is filled out completely and **ACCURATELY**
- Be as pleasant and agreeable as possible with each customer, no matter how rough or disrespectful they may become.
- Provide exceptional service for the customer to gain higher ratings from us

## THINGS YOU SHOULD NOT DO

- **DO NOT CONTACT US ASKING FOR WORK**
  - When we have work for you, **YOUR PHONE WILL RING**
- Do not ask what the call volume is for any reason
  - We do **NOT** guarantee any call volume for any person for any reason
  - There are multiple dispatchers working our system at any given time.
- Do not call Justin, our head Dispatcher, regarding any call, unless there is an urgent emergency.



## THINGS YOU SHOULD NEVER DO

- **DO NOT CONTACT US ASKING FOR WORK OR FOR MORE CALLS**
  - When we have work for you, **YOUR PHONE WILL RING**
- **NEVER** ASK US TO PAY YOU IN ADVANCE FOR ANY REASON WHATSOEVER.
- **NEVER** Become disrespectful with a customer. Remember each and every call is recorded.
- **NEVER** Fill out the form with fraudulent information or submit phony or fake customers into the Dispatch. All submissions are double checked in our system and then triple checked by our technicians who use the submitted information.



## \*BENEFITS OF WORKING WITH US\*

- Can do this as supplemental income
- Work from Home or anywhere
- Each Call lasts roughly 2-5 minutes if done correctly
- Paid weekly
- Can do this in conjunction with another job if you are able to be on your phone