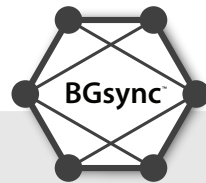


Towing Software Process



FleetNet America sends a service request conversation to BGsync.



BGsync passes call to Software Product designating service provider.



Software Product

Software Product creates pop-up service request for user at service provider company.



Service Request

Customer: FleetNet America

Service: Towing

Vehicle: 2001 GMC Savana

Location: 123 Maple St.
Anytown, TX

Destination: Trucks-R-Us
1000 E. Village
Anytown, TX

Complaint:

Add'l Notes:

Can you fulfill this service request?

No ☐

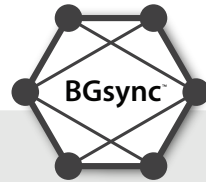
ETA (Enter ETA in minutes.)

45

Submit



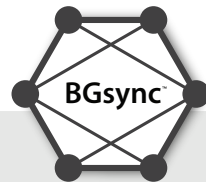
User response in the pop-up collects whether they can provide service and their ETA. This information is sent to BGsync.



BGsync passes response information to FleetNet systems.



If FleetNet determines to issue the call, a service agreement is sent to BGsync.



BGsync passes service agreement to Software Product.



Software Product receives service agreement and creates a new call in the software interface for the service provider.



New call created with all the information.