

Transcript
Mobile App – Roadside Assistance

0:00:00 - 0:00:11

[Video opens with music and image of a smartphone screen with the CAA App displayed.]

Male announcer voice>>

Welcome to the new CAA mobile app. Download it today on your phone or tablet through the App store or Google Play store to get roadside service right to your phone.

0:00:11 - 0:00:16

[Video shows smartphone screen with CAA App displayed.]

Male announcer voice>>

Today we're showing you how to request roadside service through the App.

0:00:16 - 0:00:22

[Video shows smartphone screen with log in page displayed.]

Male announcer voice>>

First log into the CAA mobile app using your CAA membership number and Password.

0:00:22 - 0:00:30

[Video shows closeup view of bottom of CAA App.]

Male announcer voice>>

At the bottom of the screen tap the roadside assistance icon to begin your service request.

0:00:30 - 0:00:38

[Video shows smartphone screen displaying Request Roadside Assistance button.]

Male announcer voice>>

You have the option to call in your request or click the roadside assistance button to initiate your service call through the app.

0:00:38 - 0:00:45

[Video shows smartphone screen displaying list of options.]

Male announcer voice>>

Select How CAA can best serve you. For this video we'll demonstrate how to request a tow at the roadside.

0:00:45 - 0:00:58

[Video shows smartphone screen displaying interactive map.]

Male announcer voice>>

Using the interactive map, select your breakdown location. You can do this by searching for a location, dragging and dropping the pin, or clicking on the arrow to activate your GPS location.

0:00:59 - 0:01:03

[Video shows smartphone screen displaying interactive map.]

Male announcer voice>>

Confirm your location by clicking on the Confirm Breakdown button.

0:01:03 - 0:01:22

[Video shows smartphone screen displaying list of options.]

Male announcer voice>>

If prompted provide more details about your location. Are you currently on the Roadway, in a parking lot, or private residence. This information will help CAA prioritize your call and ensure Members in dangerous locations are serviced first.

0:01:22 - 0:01:30

[Video shows smartphone screen displaying closeup of interactive map.]

Male announcer voice>>

Select a tow destination using the interactive map. You can do this by searching for a location or dragging and dropping the pin.

0:01:31 - 0:01:39

[Video shows interactive map with a list of garage locations.]

Male announcer voice>>

Not sure where to go? Look for a CAA approved auto repair shop shown on the map with a CAA icon, or in a list below.

0:01:40 - 0:01:50

[Video shows closeup of interactive map with a selected garage location.]

Male announcer voice>>

If you've selected a CAA approved auto repair shop you'll be able to see more information including hours of operation address and phone number.

0:01:50 - 0:02:09

[Video shows closeup of interactive map with a selected garage location.]

Male announcer voice>>

Keep an eye on how many kilometers away your tow destination is from your breakdown. Classic CAA Members get towing up to 10 kilometres. Plus CAA Members get towing up to 200 kilometres, and Premiere CAA Members get towing up to 320 kilometres.

0:02:09 - 0:02:33

[Video shows smartphone screen displaying confirmation screen.]

Male announcer voice>>

Select the vehicle you need serviced or click Add A Vehicle. Confirm your contact information and decide whether or not you'd like text message updates about your service request. Under additional comments please enter where you'll be waiting for the CAA driver. Finally, tap Submit Request to complete your service call.

0:02:33 - 0:02:44

[Video shows smartphone screen displaying App home screen.]

Male announcer voice>>

You'll be able to track your roadside service through the App. You'll be notified when a service vehicle has been dispatched, when it is on route, and its estimated time of arrival.

0:02:44 - 0:02:56

[Video shows closeup view of smartphone screen displaying CAA App.]

Male announcer voice>>

Visit caamanitoba.com/slash/app for more videos and to download the app today.

[Video displays CAA logo and then fades to black.]