

Transcript

Introducing: CAA Service Tracker

[Upbeat music plays throughout.]

00:00:00 - 00:00:09

[Animation: *The CAA logo appears in the middle of a tree lined city street.*]

[Text on Screen: *CAA Service Tracker. Taking Roadside Assistance To The Next Level*]

00:00:09 - 00:00:15

[Video: *Two smartphones appear next to an open laptop.*]

[Text on Screen: *CAA Service Tracker is a new online tool providing live updates on Roadside Assistance requests. Available on: Desktop. Smartphone web browser. CAA app*]

00:00:15 - 00:00:30

[Video: *The screen turns white and text is shown. A laptop appears and opens its screen. It rotates itself and opens its screen again. The cursor moves along the CAA website featured on the screen.*]

[Text on Screen: *Here's it works. You've made your roadside assistance call. If you need to cancel your request. Press here without having to call in.*]

[Video: *The cursor on the laptop screen moves to the "Cancel Call" button, after pressing the button a confirmation popup appears, the cursor then presses the "Yes" button to confirm the action. A message then appears on the screen of the laptop indicating the roadside assistance call has been cancelled.*]

00:00:30 - 00:00:58

[Video: *A smartphone with an app on its screen is shown. The phone rotates itself and highlights different features on the app. The screen on the phone shows a time indicating the estimated time of arrival and a map displaying the location of the broken-down vehicle, the CAA tow truck and two CAA Approved Auto Repair locations.*]

[Text on Screen: *The driver's estimated time of arrival will automatically update every 5 minutes. The average wait time for your region will also be displayed.*]

[Video: *The phone then rotates into landscape mode to display the four different statuses of a roadside assistance call – assigned, dispatched, en route, and arrived.*]

[Text on Screen: *Your call status is updated from the moment the call is received to when the service is complete.*]

[Video: *The phone then displays a chart displaying information about the vehicle's location, make and model of the vehicle, the time the call is received, and the towing garage the tow truck belongs to.*]

[Text on Screen: *Your location and more information provide details relevant to your service call.*]

[Video: *The screen of the phone then displays a map.*]

[Text on Screen: *An easy-to-use map shows the service vehicle in relation to your own vehicle (where available).*]

00:00:58 - 00:01:02

[Video: *The screen turns white. The CAA Approved Auto Repair Services logo appears.*]

[Text on Screen: *As well as nearest. Approved Auto Repair Services (AARS). Facilities.*]

00:01:02 - 00:01:10

[Animation: *The tree lined city street is once again shown. The CAA logo appears in the center of the frame.*]

[Text on Screen: *Download the CAA App Today. To enable service tracker when you need it. Peace of mind at your fingertips across South Central Ontario.*]

00:01:10 - 00:01:15

[Text on Screen: *Making bad days good. And good days better.™*]