

Volvo On Call

- Breakdown assistance (b-call)
- SOS/Emergency (e-call)
- Air-bag deployment alert
- Remote door unlocking
- Car alarm alert
- Stolen vehicle tracking
- HF Telephony

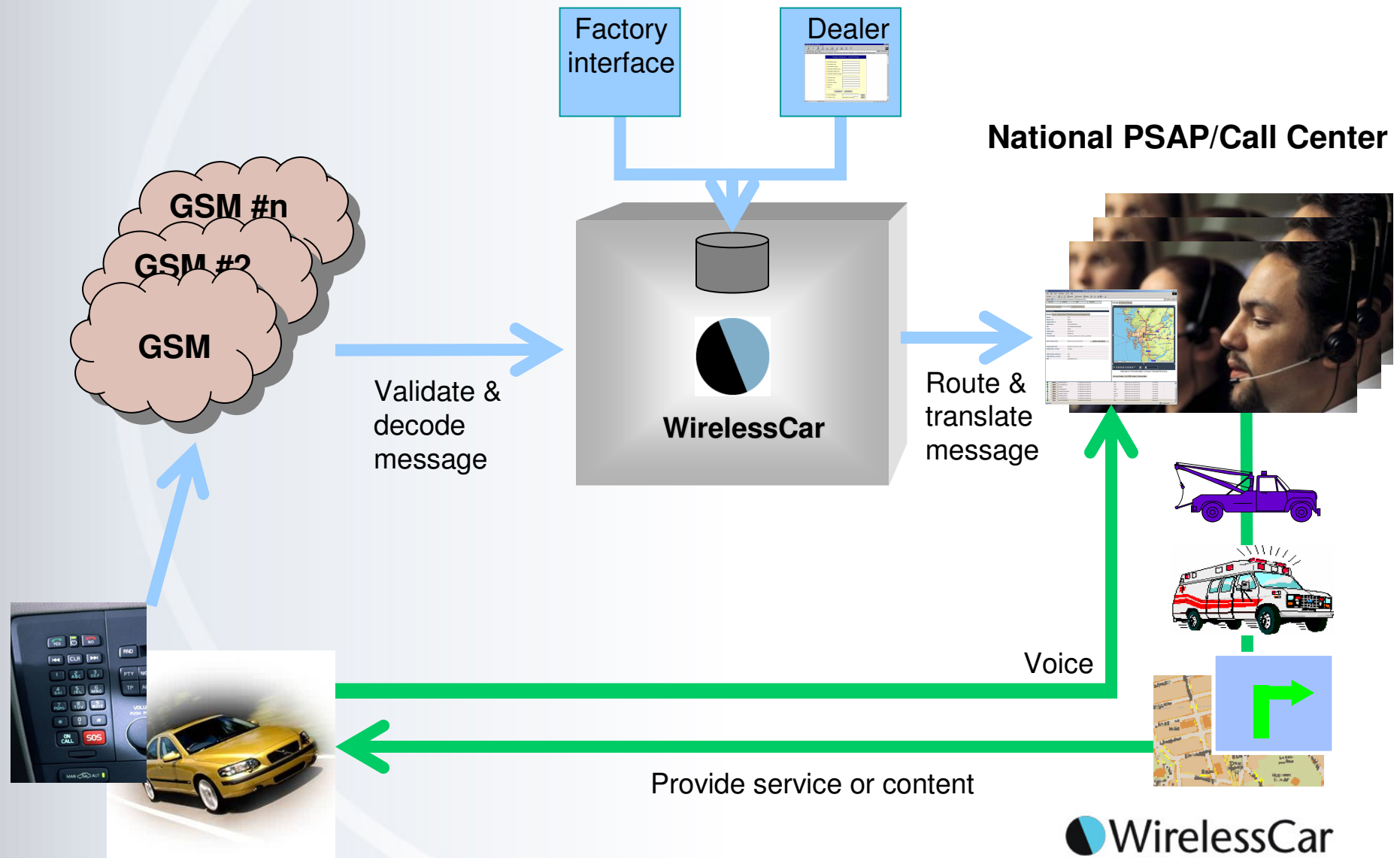


Embedded SIM

Customer SIM



European set-up Volvo On Call

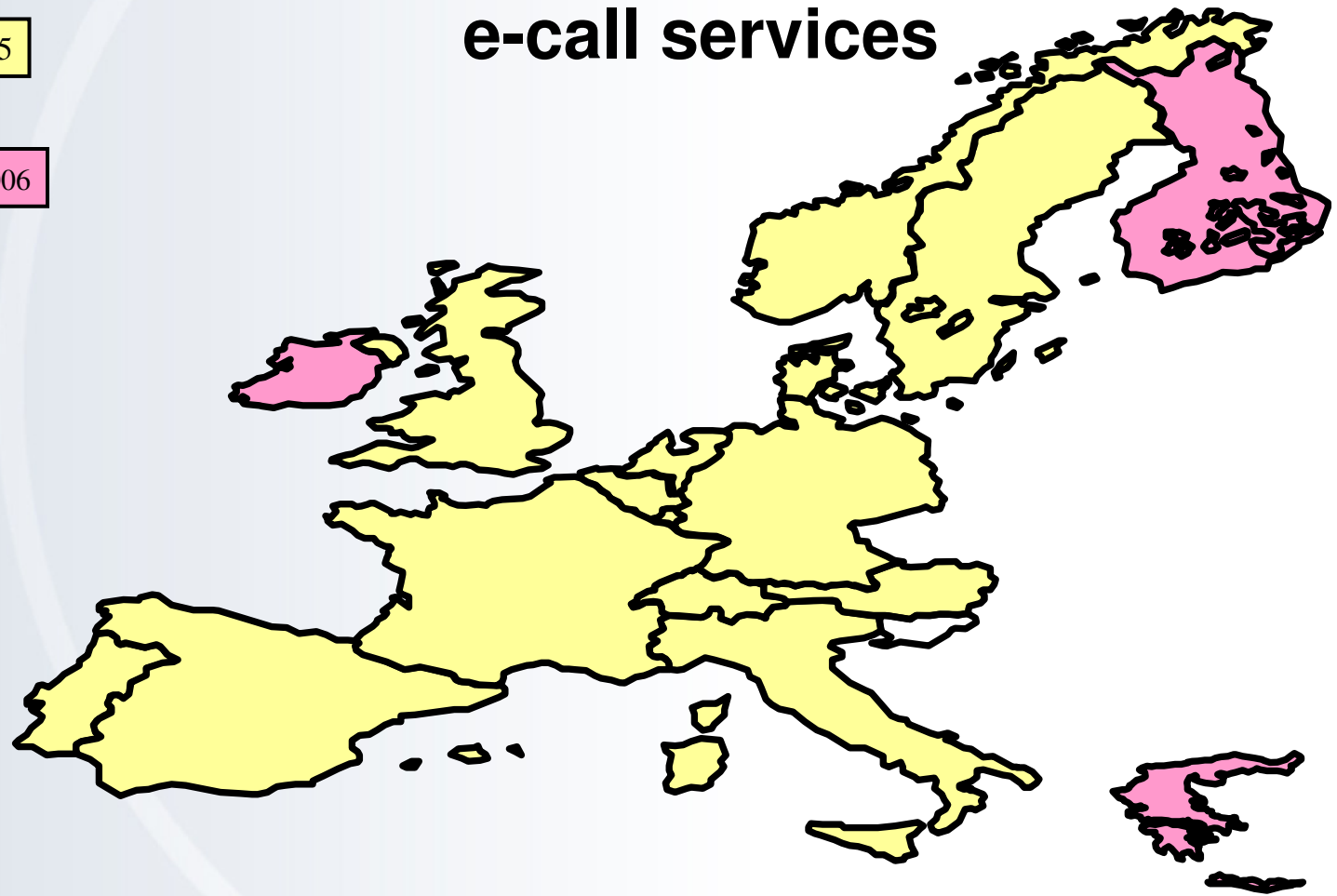


eCALL/SVT coverage

Countries in which WirelessCar can provide e-call services

2005

>=2006





- 1 single point of voice access
- 1 single point for data
- MSD capable (minimum set of data)

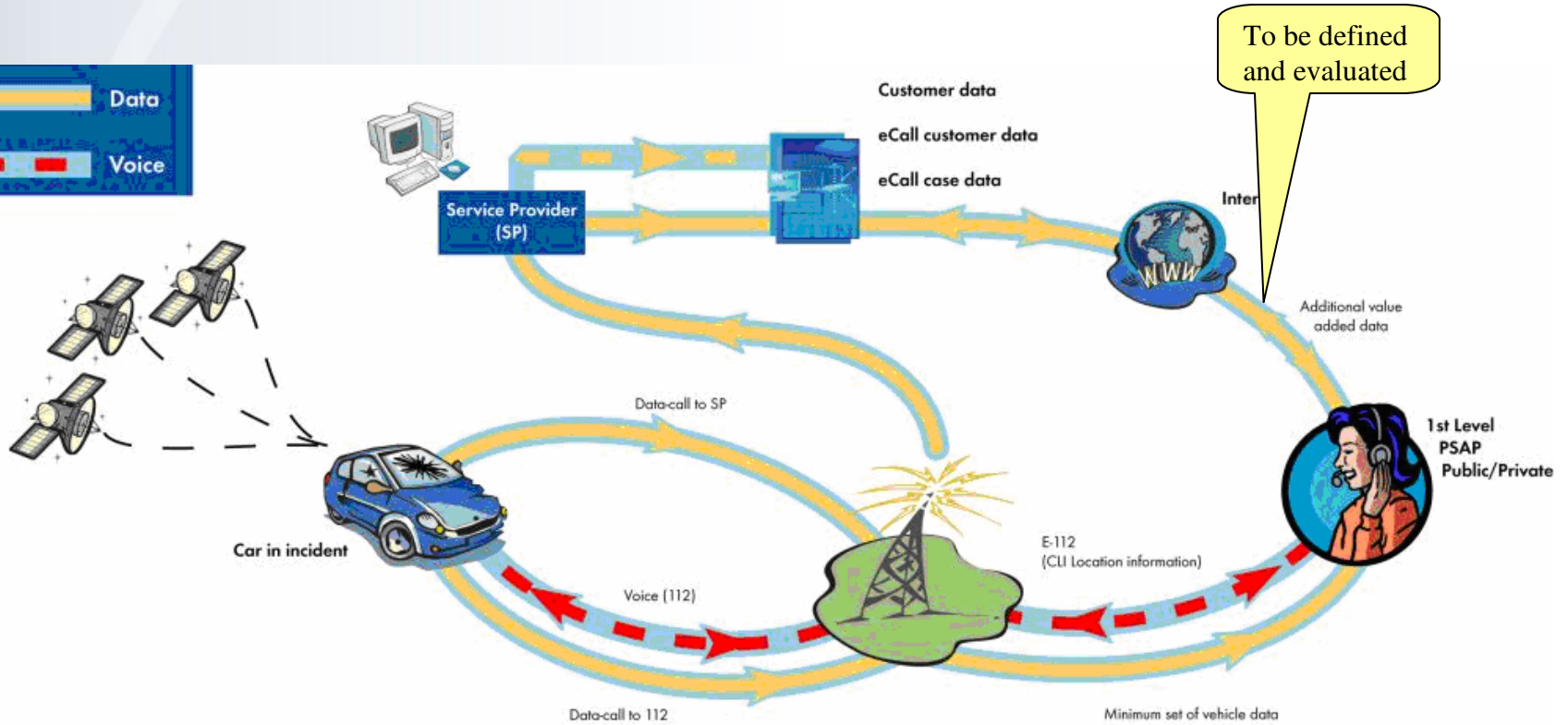
Solution: Voice and data routed automatically to Inverness

Extra data available at Customer Service Center



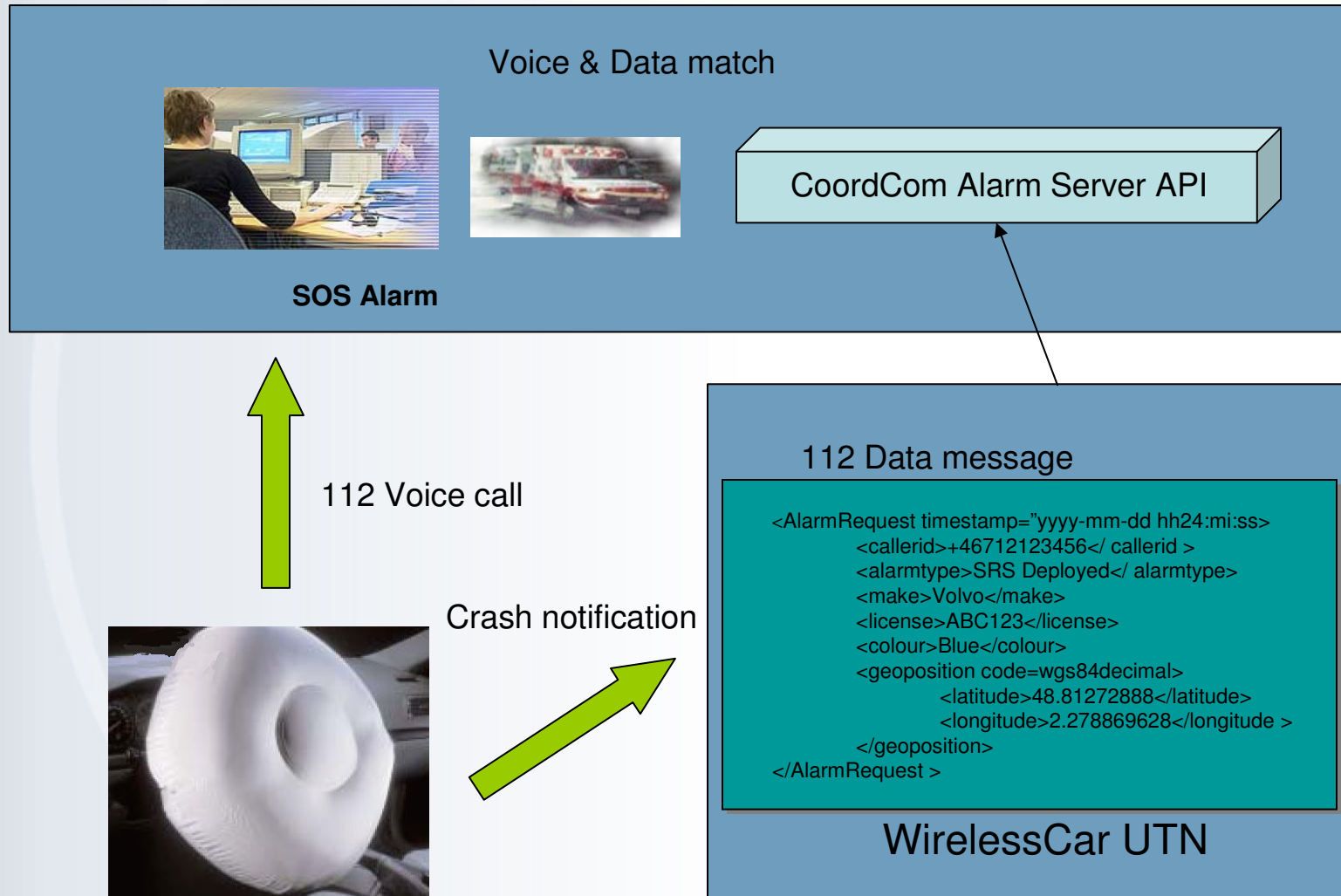
- 387 "Carabinieri"stations
- Location based service
- Continuous data base maintenance

*Solution: Manned call centre
and web based workstation !*



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Diskussion...



Telematics Workstation – A web based Call Center tool

Service Session

Active Service Request General Info Completed Services

General Info

General	Owner	Subscription	TEM	Service history	Waypoint list
Model		V70			
Model Year		2001			
Registration nr		WIRELESSCAR			
TEM phone		+46768622202			
VIN		YV1SW101810101020			
Colour		Green			
Engine type		109 HP Gasoline			
Gearbox		Automatic			
Boot Handle		Doors are unlocked immediately when message is delivered.			
Next wakeup time		2006-02-24 09:33:00		Update wakuptime	
Registration date		2005-06-20 01:00:00			
Registration country		Sweden			
GSM module software		430109gm.2C2 1209648			
TEM Software version		001			
IMEI		350953270018820			

The map POI Search Route

Map interface with integrated route guidance and POIs

Get new Position Get DTMF Position Refresh Map

Service Request	VCCRD	Last update: 2006-02-24 09:26:42	Refresh	View All	
Action	Regnr	Service	Operator	Time	Last event
● View	WIRELESSCAR	On Call	demo	2006-02-24 09:17:16	Volvo On Call in standby mode 2006-02-24 09:17:44

Vehicle & customer information

Map interface with integrated route guidance and POIs

Operator alarm queue with CTI connection

http://172.21.22.36:8080 - BMW TeleAssist Workstation - Microsoft Internet Explorer

Service Request	Customer	Vehicle	POI
Dara Heed B-Call AUDH16 +46703222941			
Service type:	B-Call		
Start time:	26/10/05 22:02:03		
End time:			
Operator:	aus		
Trigger type:	Manual		
Location			
Street:	M3		
City:	EIGHT MILE PLAINS		
State:	QUEENSLAND		
Checkpoints			
26/10/05	UseCase start		
22:02:03	message sent		
26/10/05	message delivered		
	est message sent		

Map Search results Undock

Map interface with POIs

Active Service Requests							
	Type	Reg nr	Car phone	Operator	Time	Trigger type	St
	B-Call	AUDH16	BMW0000000000AUDH126	aus	26/10/05 22:02:03	Manual	83

Operator alarm queue with CTI connection

Cancel End SR

Done Internet

Vehicle, customer and service information

Map interface with POIs

Operator alarm queue with CTI connection