



Pilot AOD

Insured Notifications

Hi Arnold, Reminder: Your upcoming appointment with Pilot (DT) is scheduled for June 7th, 2022 with approximate arrival between 9:00am - 10:00am EDT. We will send you a message when we are on our way!

Pre-appointment Reminder

When the appointment is scheduled in advance, the insured gets this automatically.

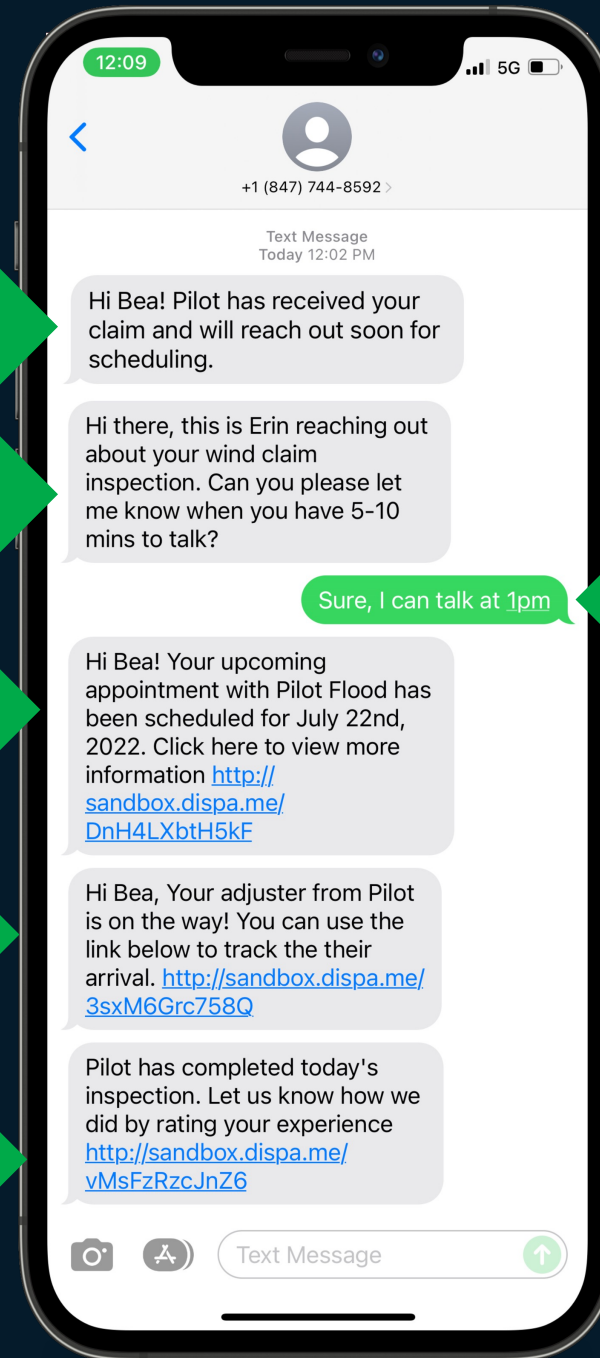
Claim Sent to Adjuster

Adjuster sends inbox message

Adjuster Schedules in Dispatch

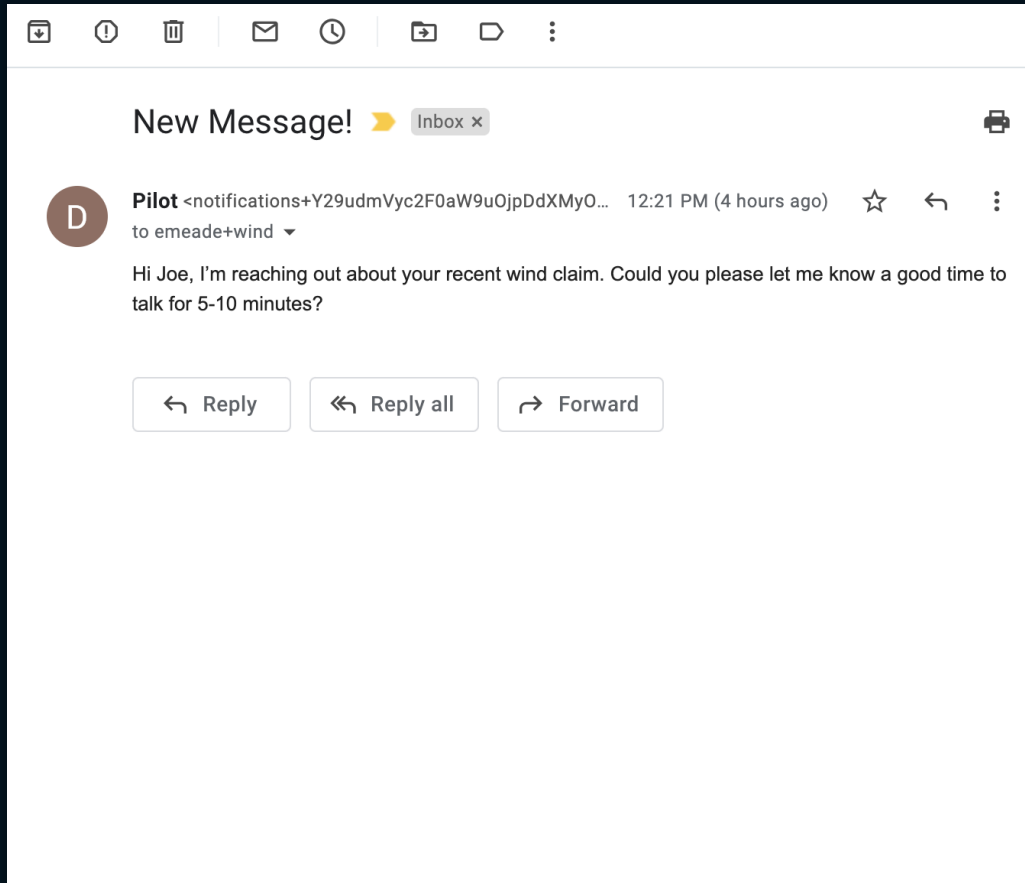
Adjuster taps 'On My Way' button

Adjuster taps 'Inspection Complete'



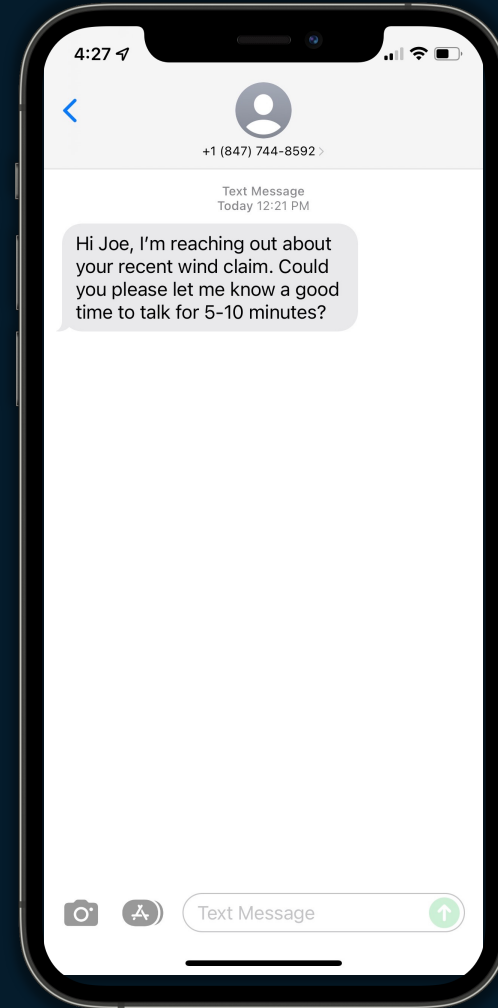
Insured replies via text

Adjuster Sends Inbox Message to the Insured



Email

(When there is an email address for the insured)



Text Message

(When there is a mobile number for the insured)

Adjuster pushes 'On My Way' button

Hi Erin, Your adjuster from Pilot is on the way! You can use the link below to track their arrival. <http://sandbox.dispa.me/eo9PpQEDH0GN>

Text Message

The email notification features the Pilot logo at the top. Below it, a dark banner reads "John with Pilot is on the way!". A circular profile picture of John follows. A dotted line separates the photo from the arrival location: "Arrival Location 351 S Huntington Ave Jamaica Plain, MA 02130". A "Track Amy's Progress" button is positioned below the address. At the bottom, a footer contains the text: "Thank you, if you have any concerns regarding your claim, please contact Pilot: (800) 421-1664" and the Dispatch logo.

Email

The map view shows a browser window with the URL "customer-sandbox.dispatch.me/job/444958/status/enroute". A sidebar on the left includes "ACTIVITY" and "STATUS" icons. The main content area features a progress bar with four stages: "CONFIRMED", "SCHEDULED", "IN PROGRESS", and "COMPLETE". Below the bar is a circular profile picture of John, his name "John", title "Pilot", and "Arriving around 4:49 PM". A call icon and "Call - (555) 555-5555" are also present. The Pilot logo and tagline "Service | Innovation | Community" are at the bottom. The background is a map of the Boston area with a blue route line and a location pin at "351 S Huntington Ave Jamaica Plain, MA 02130".

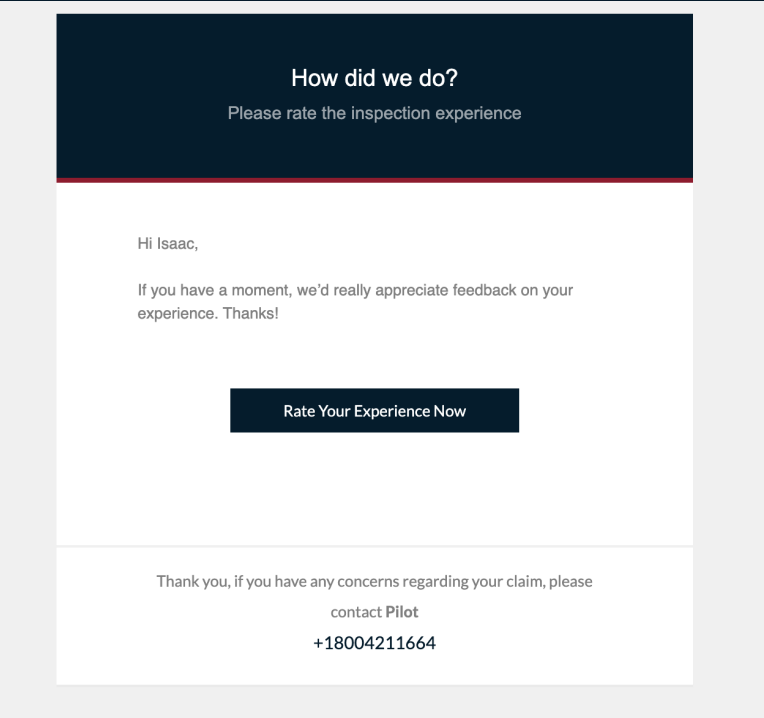
Map view with Adjuster's real-time ETA

Adjuster pushes 'Appointment Completed' button

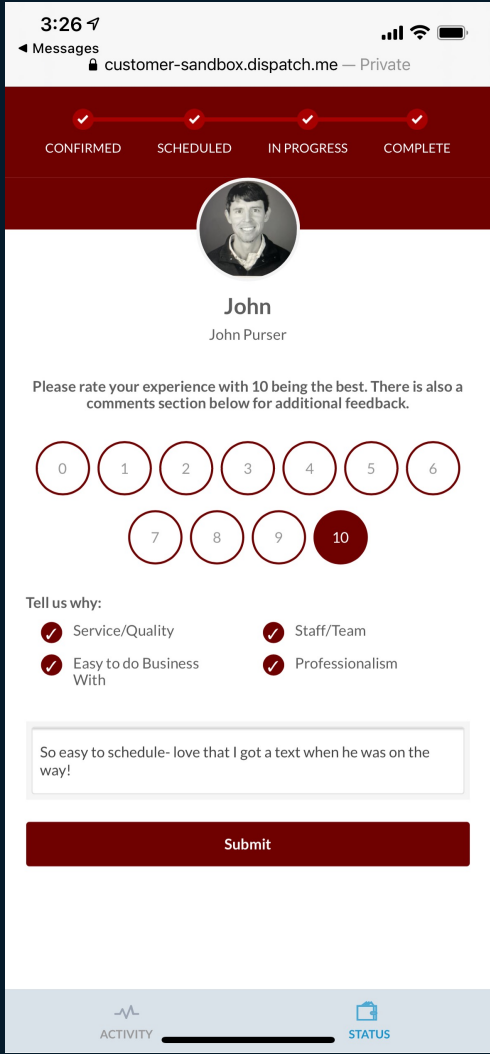
(Reason= Inspection Completed)

Pilot has completed today's inspection. Let us know how we did by rating your experience <http://sandbox.dispa.me/CI9P0aPDXSYs>

Text Message



Email



Survey for the Insured