NIO - General eCall operational process in ARC Europe's network

Legend:

- Start / End
- Process
- Decision
- Additional info
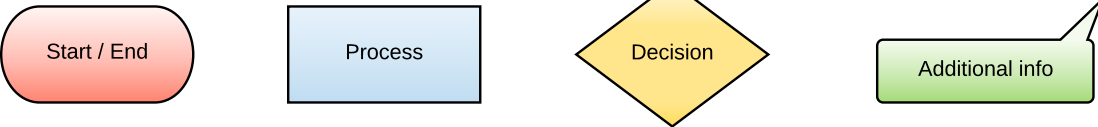
Legend:
Customer - Vehicle occupant (driver or passenger), or other relevant beneficiary requesting the services
Home SP - ARC Europe's Service Provider in home country (configured home market)
Local SP - ARC Europe's Service Provider in the country of incident
PSAP - Public Safety Answering Point (emergency services such as ambulance, police, fire brigade, etc.)
ARCtwin - Web application used by ARC Europe's Service Providers to manage telematics events in the ARC Telematics Platform (ATP)
MSD - Minimum Set of Data

Last update: 13/01/2023

Process colors mean actions for:
- Home SP
- Local SP
- PSAP(s)

START - Situation 1 → Only MSD received in ARCtwin

START - Situation 2 → Voice call received on eCall line + MSD received in ARCtwin

START - Situation 3 → Only voice call received on eCall line → Operator manually creates the case (event) in ARCtwin

Communication with the customer is possible?
- No → Operator calls back* the vehicle
- Yes → Emergency request? / Operator determines customer's needs and situation

*Call back is successful once the communication with the customer has been established. Call back should be made by call centre operator to the vehicle in cases where only MSD is received in ARCtwin (no voice call), OR the voice call was received, but the connection is then lost or not possible with the customer. If the vehicle can't be reached from the first attempt, try again. Before considering call back as unsuccessful, it is required to have at least 3 attempts within 3 minutes.

Call back* to the vehicle is successful?
- Yes → Emergency request?
- No → Vehicle location is determined?

Vehicle location is determined?
- No → No actions are possible (local process with the PSAP could be applied) → End
- Yes → Vehicle is abroad?

Emergency request?
- No → Inform the customer about the purpose of the line and that the line should be available for emergency requests. → Polite call closing → Qualify the ARCtwin event (case) accordingly and close the event. → End
- Yes → Operator asks the customer for necessary information (injuries, number of people, confirm location, etc.).

For Roadside assistance (Breakdown) requests, ask the customer to press the "bCall" button

Vehicle is abroad?
- No → Operator contacts the PSAP and deploys emergency services (if applicable: by keeping the customer on line in a conference call) → PSAP confirms that emergency services are deployed
- Yes → Home SP operator calls Local SP and provides case information if available (e.g. injuries, people etc.), if possible by keeping the customer on line

Home SP operator shares MSD event with Local SP operator via ARCtwin

Local SP "Accepts and Manages" the shared event in ARCtwin, and contacts and deploys the PSAP in their country (incident country)

Local PSAP confirms to Local SP the deployment of emergency services

Local SP confirms to Home SP that emergency services are deployed

Local SP must qualify the event in ARCtwin and close it. → End

If applicable (customer on line): Home SP operator confirms to the customer deployment of emergency services and if customer agrees, hangs up the call

If the situation / customer requires, the operator will remain on a line with the customer until the arrival of emergency services,

Home SP must qualify the event in ARCtwin and close it. → End

The call center agents should first determine the nature of call: **eCall** (emergency request), **bCall** (breakdown request) or **other** (test, discovery, error, redundant etc.).

If the call arrives on a dedicated eCall phone line and/or an MSD is received in ATP, and it is not possible to determine the nature of call (e.g. no communication possible with the customer) - the case should be considered as a real emergency request!

Event qualifications

The event qualification in ARCtwin is mandatory: it is not possible to close the MSD event without it.
The "Event qualification" drop-down list has the following options:

Emergency: for "true" emergency requests for which the PSAP(s) services have been dispatched.

Crash: the vehicle has crashed and the sensors activated an eCall, but the customer doesn't need the emergency services.

Breakdown request: the customer triggered an eCall, but actually requires roadside assistance.

Error: the customer has triggered an eCall by mistake - No PSAP intervention is needed.

Test: the customer is testing the service by pressing the eCall button, or it is a test by OEM / ARC Europe.

Discovery: familiarization call, or when a service is being showed to the client at the dealership upon vehicle purchase and service activation in the dealership.

Redundant: the customer pushed again eCall button or multiple (repetitive) calls/data received due to technical issue with telematics device - call center operator qualifies this event as redundant as the content of the data message is the same.

Event qualification after the event closure can be provided to the OEM CRM if required.

The customer can activate an eCall also if he/she witnesses and accident (for example passing by, etc.). In that case the call center agent asks the witness customer for the exact location of accident (because it is not necessarily the same as the location of driver's vehicle in the MSD) and the eventual information about injuries and number of injured people before deploying PSAP's services.