

PRODUCT

Roadside assistance software that gets the right truck there fast

A customer app, booking website, dispatch panel and driver job page for towing and roadside assistance companies, with memberships and reports.

OVERVIEW

AutoTech360 Roadside

AutoTech360 Roadside runs a towing or roadside assistance company from one dispatch panel. Customers request help from an app in your name: they choose the service with a price estimate, share their location and photos, and get a notification at every step until the truck arrives.

Your office sees each request the moment it comes in, on a list and a map, picks a truck, gives an arrival time and sends the job to the driver on WhatsApp. Drivers work from a private job page on their phone, and the panel warns you when a job is waiting too long or running late.

BUILT FOR

- Towing and recovery companies
- Roadside assistance providers
- Service centres with a breakdown van
- Dealerships offering roadside help
- Battery and tyre service businesses

FEATURES

What you get with AutoTech360 Roadside

- 01 Customer app for Android and iOS**
Customers sign in with their phone number and an SMS code, choose a service with a price estimate, describe the vehicle, share their location and up to five photos, and say where to tow the car.
- 02 Live updates, receipts and ratings**
A push notification at every step from truck assigned to completed, the job's history, more photos at any time, then a receipt and a rating when the job is done.
- 03 A booking website in your name**
A public website with your services and prices, how it works, membership plans, reviews drawn from real ratings, call and WhatsApp buttons, and a privacy policy and terms ready to link.
- 04 Dispatch dashboard with a map**
The panel beeps and shows a banner when a request comes in. Open jobs appear on a list and a map, with every truck shown as busy or free, and the page keeps itself up to date.
- 05 Assign a truck in a few clicks**
Pick a truck, give an arrival time and send the job to the driver on WhatsApp. Callers who phone in are booked from the panel and kept up to date on WhatsApp instead of the app.
- 06 Slow-response alerts**
A red banner and a beep on every page when a request has no truck after 10 minutes, a driver has not set off after 15, or a truck is running late past its arrival time. Each limit can be changed.
- 07 A private job page for each driver**
No app for drivers to install. Each truck has a secret link that beeps and vibrates on a new job, with buttons to call the customer, navigate, mark on the way, arrived and complete, and add photos.

08

Prices from your price list

A base price and a per-kilometre price for each service, shown to customers as an estimate and used to price a job automatically, with member discounts applied.

09

Payments and receipts

Record cash, UPI, card or bank transfer when a job is done, keep a list of unpaid jobs, and share a receipt page the customer can print or save as a PDF.

10

Annual memberships

Plans with a yearly price, free callouts and a discount on other jobs. A member's booking uses a free callout automatically, and expiring memberships get a one-click WhatsApp renewal reminder.

11

Staff roles and job history

Admins see everything; dispatchers run the day without revenue, prices or staff settings. Every change to a job is recorded with who made it: office, driver or customer.

12

Reports and Excel export

Any month's requests, completed jobs, revenue, money collected, unpaid jobs and ratings, broken down by service and by truck, with the month's bookings downloadable as a spreadsheet.

MOBILE APPS

A customer app and a driver page in your name

Your customers get an Android and iOS app with your name. It requests help, shows the price up front and follows the job until the truck arrives. Your drivers get a job page that works in any phone browser.

01

Request help · Customer app · New request

Choose the service with its price estimate, describe the vehicle, share the location in one tap and add photos of the problem.

- Price estimate before sending
- Current location in one tap
- Up to five photos and a tow-to address

02

Follow the request · Customer app · Request status

See the truck and driver assigned, the arrival time and each stage of the job, with a notification at every step.

- Truck, driver and arrival time
- Notification at every stage
- Receipt and rating when done

03

Driver job page · Driver page · Phone browser

Each truck's own page, saved to the driver's home screen, with the job, the customer's number and one button per stage.

- Beeps and vibrates on a new job
- Call and navigate in one tap
- Payment and photos at the roadside

Every app: Android & iOS · Your name, logo & colours · Push notifications · SMS code sign-in.

WHY IT MATTERS

The difference it makes to your business

- 01 Faster dispatch**
Requests arrive with the service, vehicle, location and photos already filled in, so a truck can be sent without calling the customer back.
- 02 Fewer 'where is my truck?' calls**
Customers get a notification at every step and see the arrival time you gave them.
- 03 No job left waiting**
Alerts flag a request with no truck, a driver who has not set off or a truck running late, while there is still time to act.
- 04 Every job priced and paid**
Prices come from your price list, payments are recorded at the roadside and unpaid jobs stay on a list.
- 05 Repeat income from members**
Yearly plans with free callouts bring customers back to you instead of the first number they find.
- 06 Know your numbers**
Revenue, collections and ratings by service and by truck for any month, without a spreadsheet.

HOW WE DELIVER

How we deliver AutoTech360 Roadside

- 01 Set up your company**
We add your company name, phone number, address, currency, services and prices, trucks and drivers, and membership plans.
- 02 Brand the app and website**
The booking website goes live on your domain, and the customer app is built in your name for Android and iOS.
- 03 Connect SMS and notifications**
We connect an SMS provider for login codes and switch on push notifications for job updates.
- 04 Train the office and drivers**
Dispatchers learn the dashboard, alerts and memberships, and each driver gets their job page link on their phone.
- 05 Launch and grow**
We help you publish the app and stay on hand after launch to tune prices, plans and alert times with you.

FAQ

Questions about AutoTech360 Roadside

What is roadside assistance software?

Roadside assistance software takes breakdown and towing requests from customers, helps the office send the right truck and keep the customer updated, and records the price, payment and rating for every job.

What do I get with AutoTech360 Roadside?

Four parts that work together: a customer app for Android and iOS, a booking website, a web dispatch panel for your office, and a private job page for each driver. All four share the same jobs, prices and memberships.

Do our drivers need to install an app?

No. Each truck has a private link that the driver keeps on their phone's home screen. While it is open, it checks for new jobs, beeps and vibrates. The WhatsApp message from the office remains the main notice of a new job.

How do customers sign in?

With their phone number and a six-digit code sent by SMS, through MSG91 or Twilio. New numbers get an account automatically, so there is no password to remember.

Can we take bookings over the phone?

Yes. The office books callers from the panel, and those customers get one-click WhatsApp updates instead of app notifications. If they install the app later, they sign in with the same number and see their history.

Can customers track the truck on a map?

Customers see each stage of the job and the arrival time the office gave them, with a notification at every step. Trucks are not tracked live by GPS; drivers navigate to the customer with Google Maps from their job page.

Can customers pay online?

Payments are recorded by the driver or the office as cash, UPI, card or bank transfer, and memberships are sold by the office. Online payment can be added as part of your set-up.

Can it carry our own brand?

Yes. The website, app and panel use your company name, the website runs on your domain and the app is published under your name.

How much does it cost?

It depends on the number of trucks, how much branding and customisation you need, and whether you want extras such as online payment. After a free demo you get a fixed quote, with no hidden extras.

NEXT STEP

See your roadside business on AutoTech360

Book a free demo and we will walk through a breakdown from start to finish: the request from the app, dispatch on the map, the driver's job page, the receipt, a membership and the monthly report.

Book a free demo: <https://autotech360.com/book-a-demo/>

WhatsApp or call: [+91-9025555584](tel:+91-9025555584)

About AutoTech360

AutoTech360 builds technology that changes the way automotive businesses operate. We work with dealerships, fleet operators, service centres and mobility companies to deliver dealer management systems, automotive CRM, fleet management, mobile apps and AI-powered platforms, with implementation, training and ongoing support.

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