



BRINGG

Local Bringg Support Certification



Local Bringg Support

Local Bringg Support team members will be trained to provide first response to drivers, dispatchers, administrators, end-consumer etc...



What types of issues will LBS handle?

Common **Driver/User** Issues

- Connectivity and login
- GPS/Location issues
- SOPs/Compliance

Common **Dispatcher** Issues

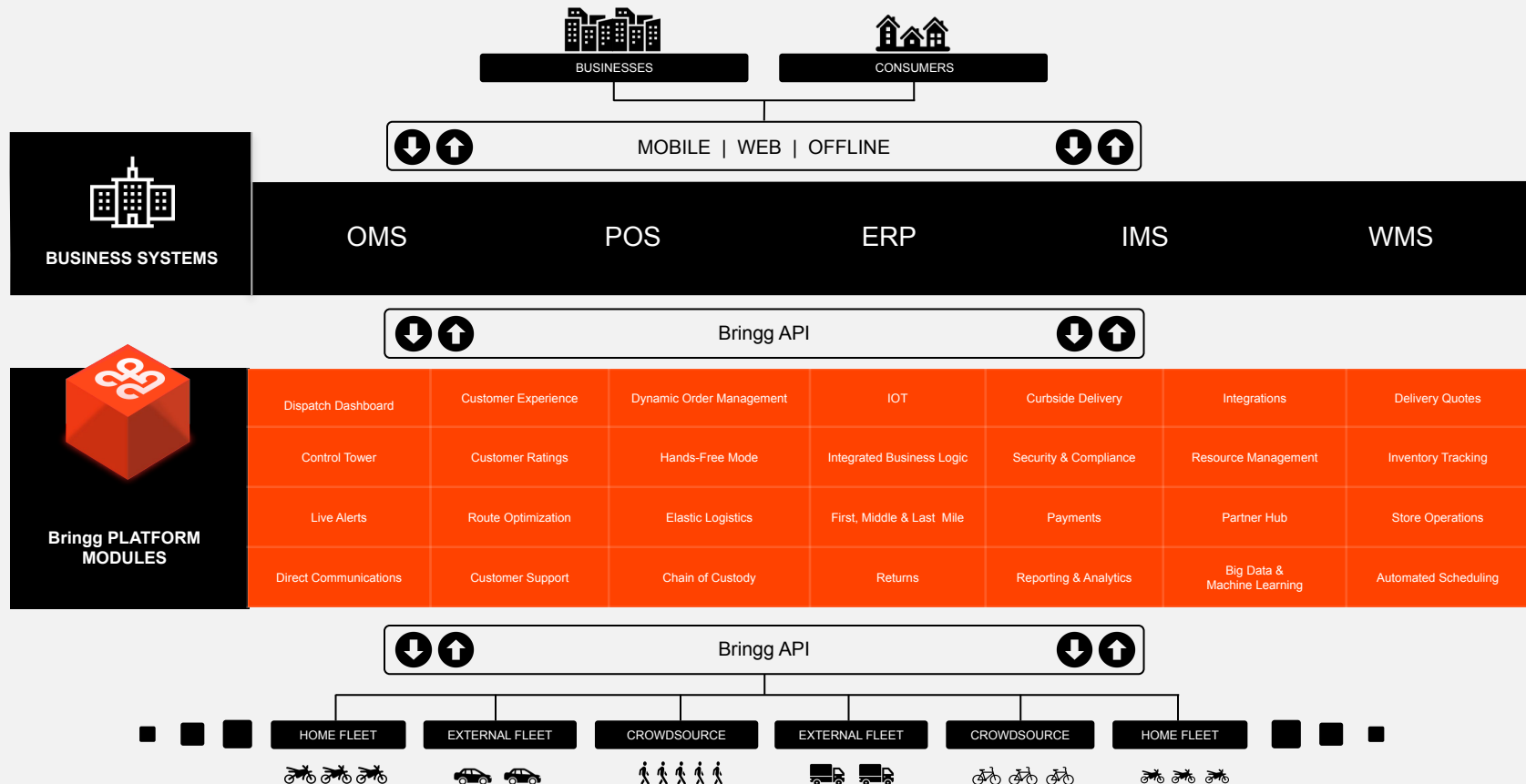
- Order assignments
- Planning/Delivery Tracking

Common **Data/Integration** Issues

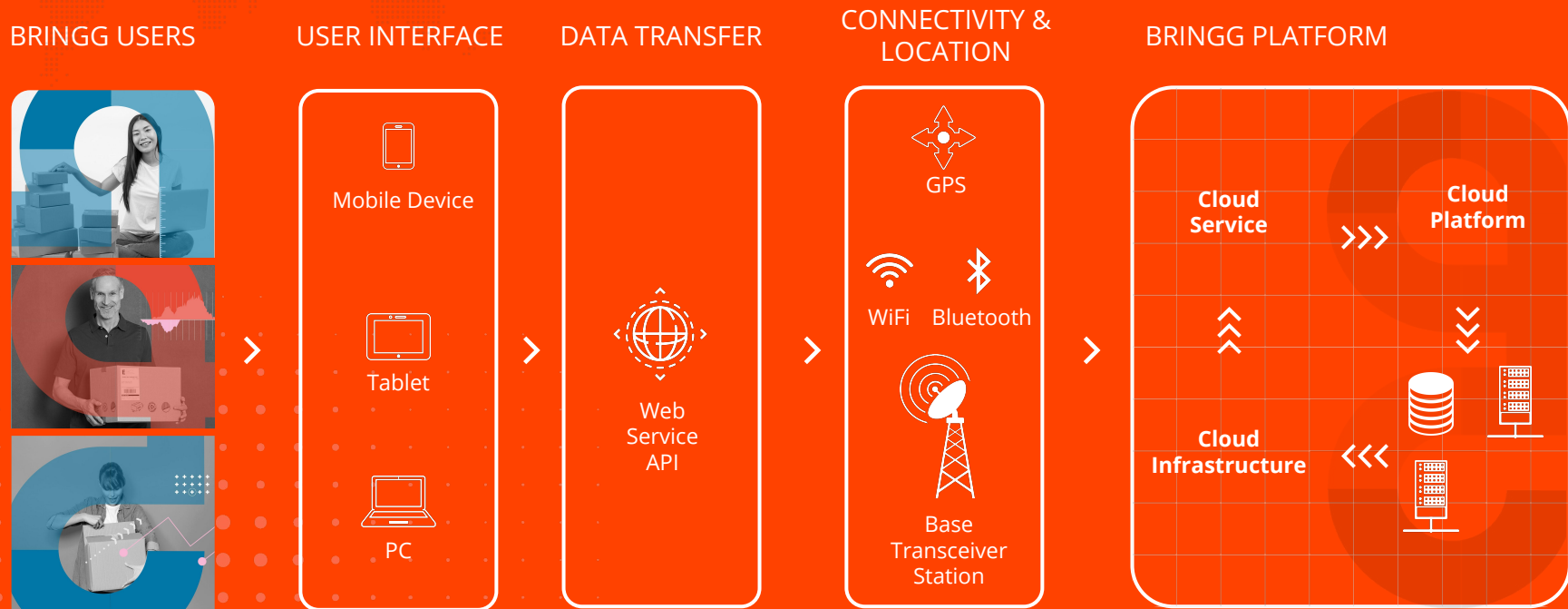
- Uploading data
- Identifying and fixing problematic addresses



KEEP GROWING WITH MODULAR CAPABILITIES



SaaS Integration Architecture



LBS Certification Goals

1.

Develop clear, consistent feedback requirements throughout your organization

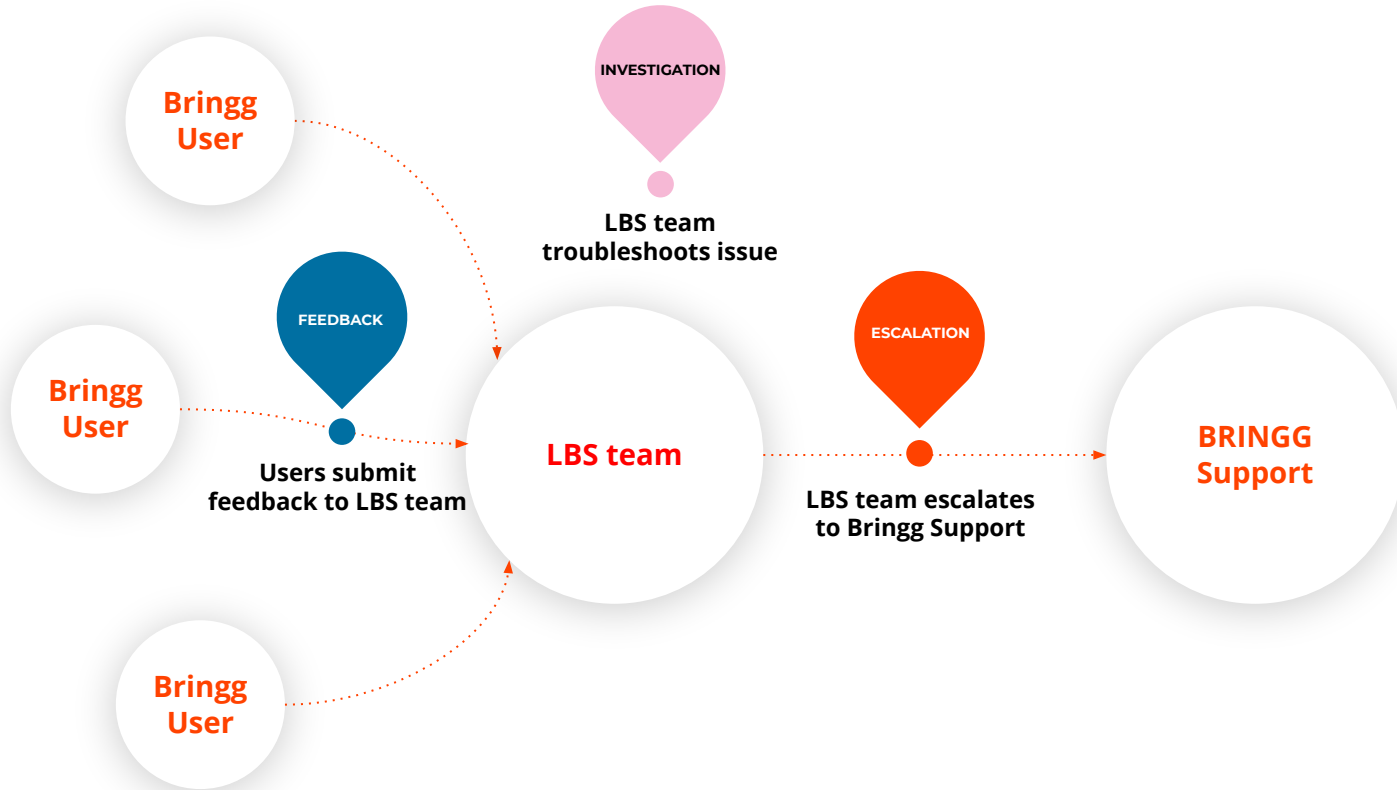
2.

Train your LBS team members on Bringg technical specifications

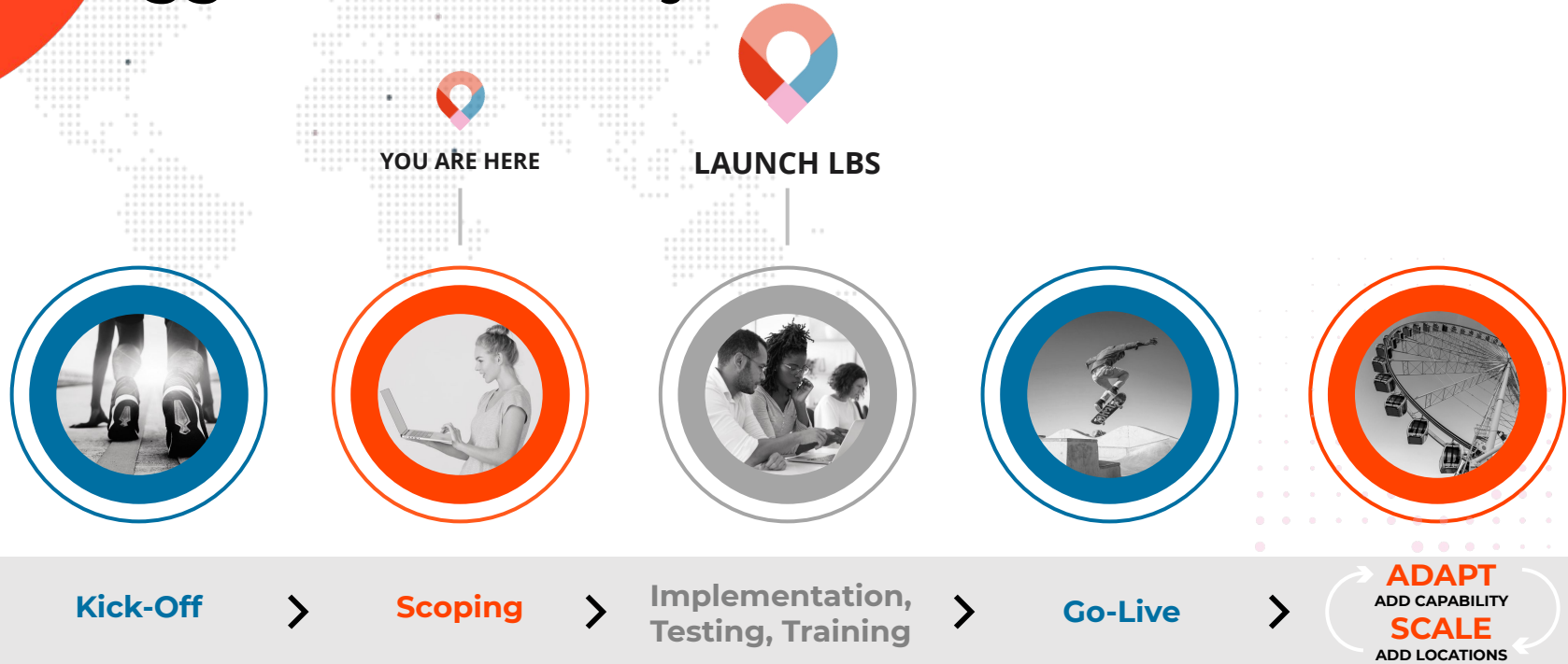
3.

Establish clear working procedures between your LBS team and Bringg Support

Escalation Flow



Bringg Client Journey



Course Topics

1. **Introduction**
2. **Working with Bringg Support**
 - 2.1. Escalation flow
 - 2.2. User feedback
3. **Bringg Integration Architecture**
 - 3.1. Users & merchants
 - 3.2. User Interfaces
 - 3.3. Data transfer
 - 3.4. Connectivity & location
 - 3.5. Bringg platform
4. **LBS toolbox**
 - 4.1. In-app tools
 - 4.2. Recommended external tools
 - 4.3. Examples issues and escalations
5. **Working with Bringg Support - Advanced**
 - 5.1. Triage
 - 5.2. Escalation checklist
 - 5.3. Service incident management

Feedback

Investigation

Escalation



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LBS Certification: **Working with Bringg Support**



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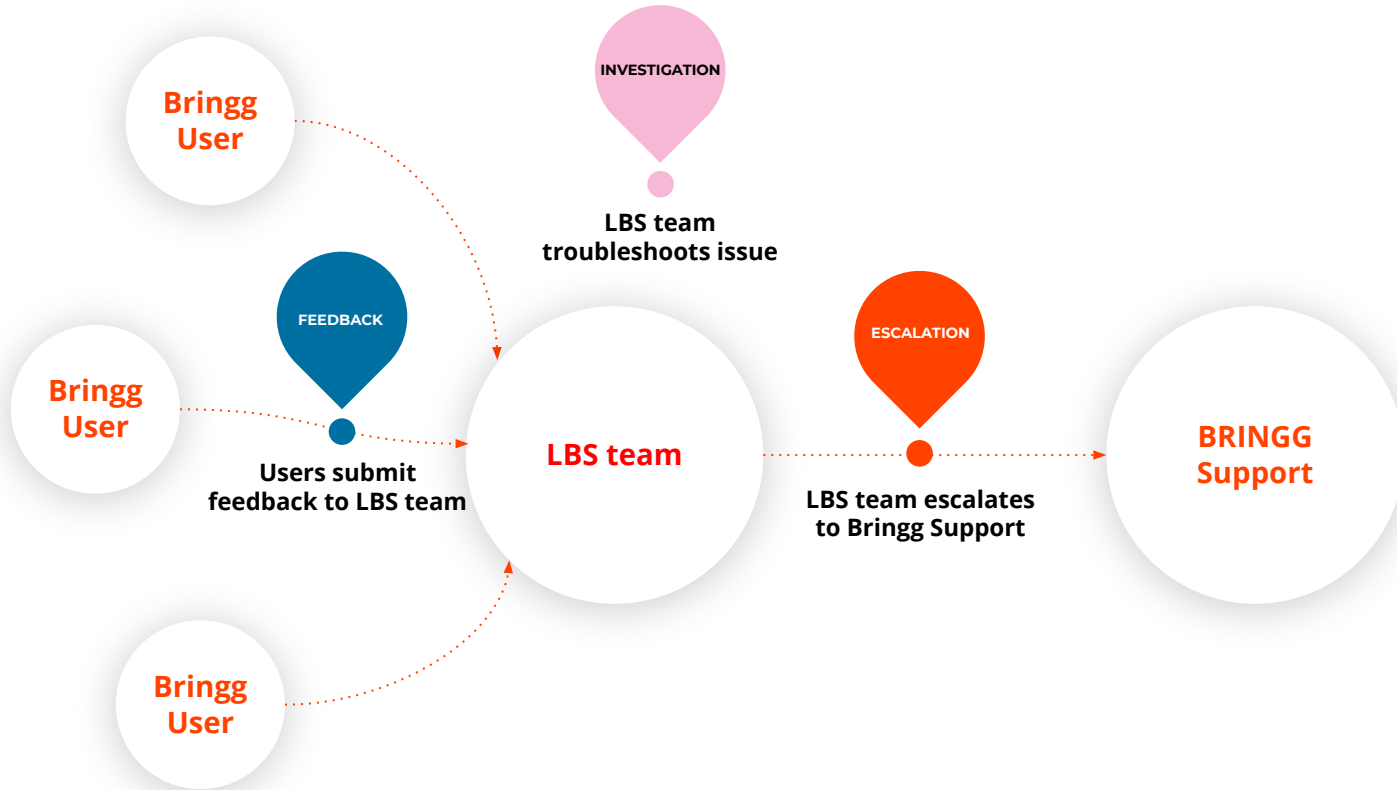
Feedback

Investigation

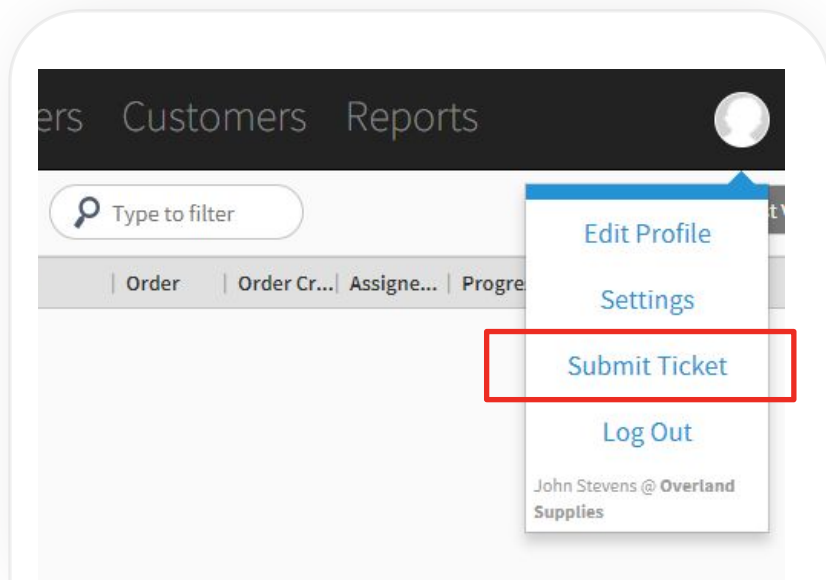
Escalation



Escalation Flow



Submitting Feedback (Dispatchers)

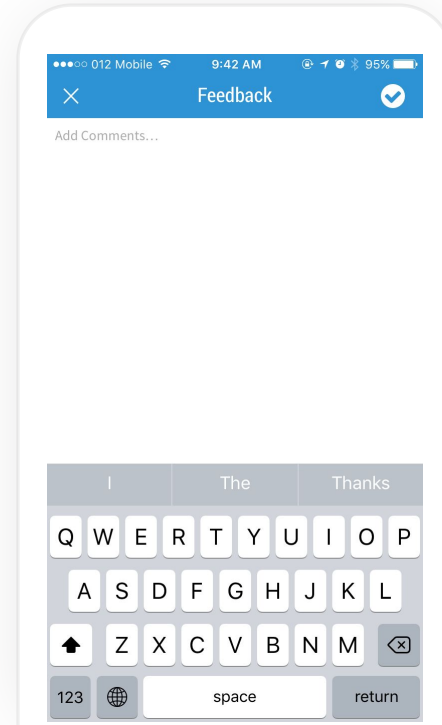
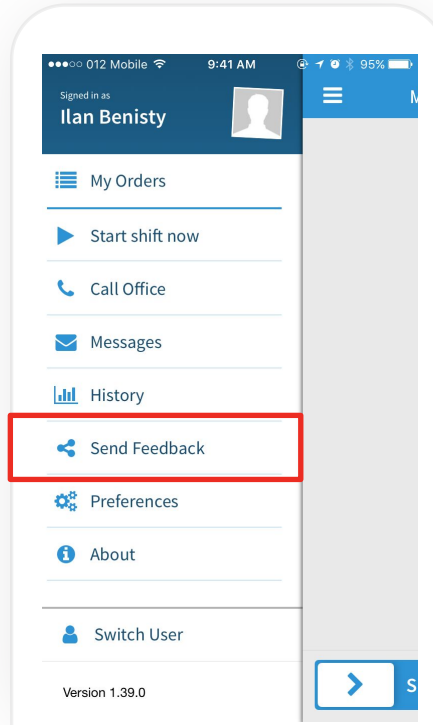
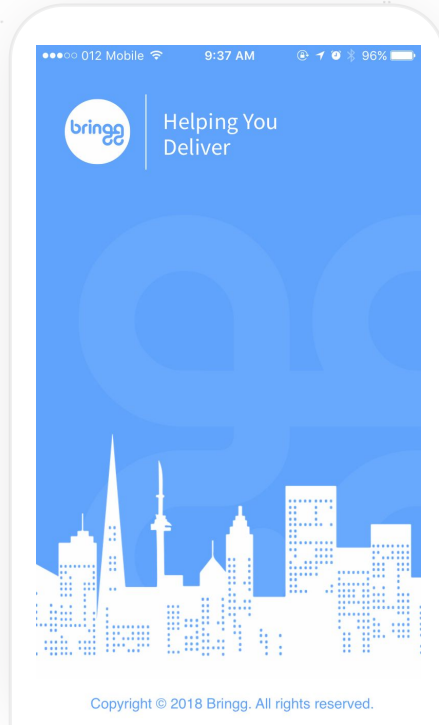


A screenshot of the 'Submit Ticket' form. The form is titled 'Submit Ticket' with a close button (X) in the top right corner. The instructions state: 'Please take a look at our [support center](#) - you may find the answer to your question quickly'. The form contains the following fields:

- Ticket Title:** A text input field with a small icon on the right.
- Your Name:** A text input field containing 'John Stevens'.
- Your Email:** A text input field containing 'john@overland.com'.
- Your Phone:** A text input field with a '+' sign on the left.
- Issue Origin:** A dropdown menu with the text 'Select issue origin'.
- Issue Type:** A dropdown menu with the text 'Select Issue Type'.
- Description:** A large text area for the ticket description.

At the bottom right of the form, there are two buttons: 'Close' and 'Submit'.

Submitting Feedback (Drivers)



Submitting Feedback to LBS

Feedback destination
email: Settings > Driver
app > Alternative
feedback email address

The screenshot shows the 'Bringg | Driver App Configuration' settings page. The 'Alternative feedback email address' field is highlighted with a red box. The page includes various settings for the driver app, such as achievements, pickup orders, and transportation methods.

Setting	Value
Auto Delete Photos From App	<input type="checkbox"/>
Enable Done Orders Achievements	<input type="checkbox"/>
Enable Average Ratings Achievements	<input checked="" type="checkbox"/>
Cluster Pickup Orders By Location	<input checked="" type="checkbox"/> Choose Location
Hide List On Cluster	<input type="checkbox"/>
Default driver transportation method	<input checked="" type="radio"/> Person <input checked="" type="radio"/> Bike <input checked="" type="radio"/> Car
Alternative feedback email address	<input type="text"/>
Network validation address	<input type="text"/>
Reminder after start minutes	10
Reminder after start snooze minutes	10
Reminder after end minutes	10

[Update](#)

LBS Responsibilities

- Answer employee/ Consumers questions, mainly “How to”
- Guide through troubleshooting
- Problem verifications (recreate)
- Collection of Data, Even details, Flow
- Escalation to Bringg Support



Escalating to Bringg Support

- Email / Ticketing Support - **support@bringg.com**
- Only by LBS certified users
- Integrate within your own organization escalation process



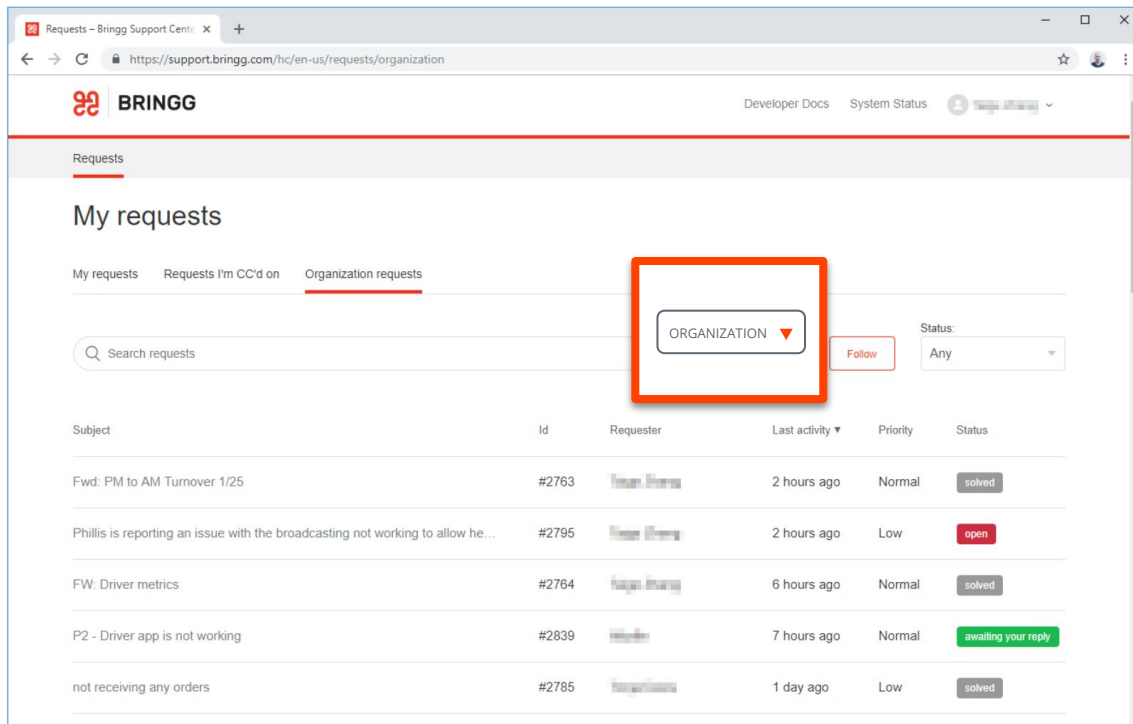
Bringg Support Helpdesk

- **24/7** Technical Support Helpdesk
- Multilingual team members based in Tel Aviv and Chicago
- Email / Ticketing Support - **support@bringg.com**
- Support Center - **support.bringg.com**
- International Phone Support (available by agreement)
- Status Page - **status.bringg.com**



Support Center - support.bringg.com

- CC and notifications
- Monitor and follow up
- Filter by Organization

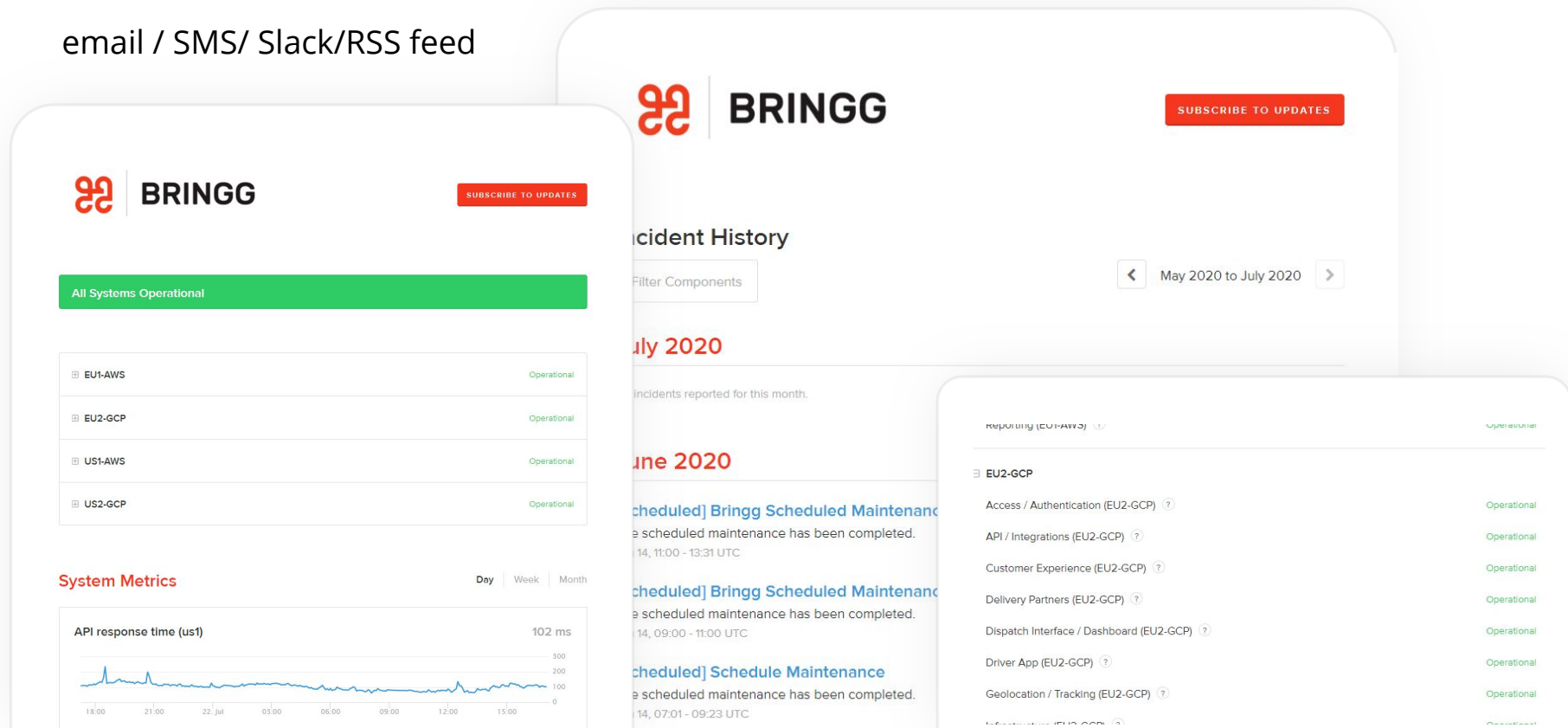


The screenshot shows the 'My requests' page in the Bringg Support Center. The 'Organization requests' tab is selected. A red box highlights the 'ORGANIZATION' filter button. The page includes a search bar, a 'Follow' button, and a table of requests.

Subject	Id	Requester	Last activity	Priority	Status
Fwd: PM to AM Turnover 1/25	#2763	[Redacted]	2 hours ago	Normal	solved
Phillis is reporting an issue with the broadcasting not working to allow he ...	#2795	[Redacted]	2 hours ago	Low	open
FW: Driver metrics	#2764	[Redacted]	6 hours ago	Normal	solved
P2 - Driver app is not working	#2839	[Redacted]	7 hours ago	Normal	awaiting your reply
not receiving any orders	#2785	[Redacted]	1 day ago	Low	solved

Status Page - status.bringg.com

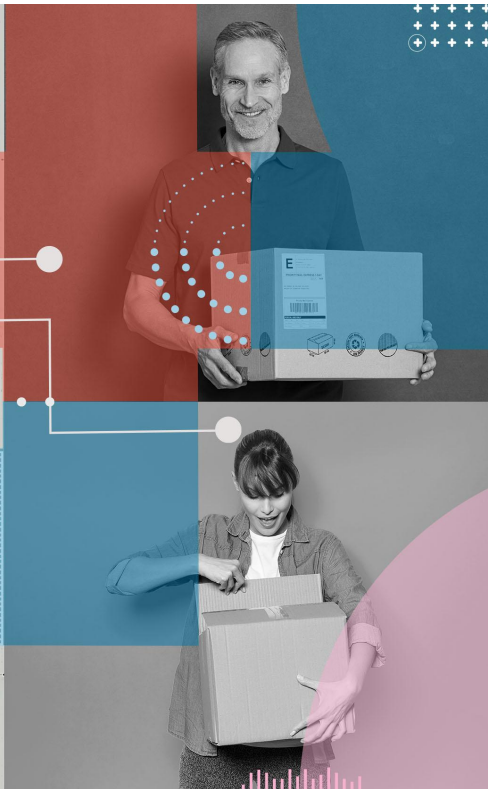
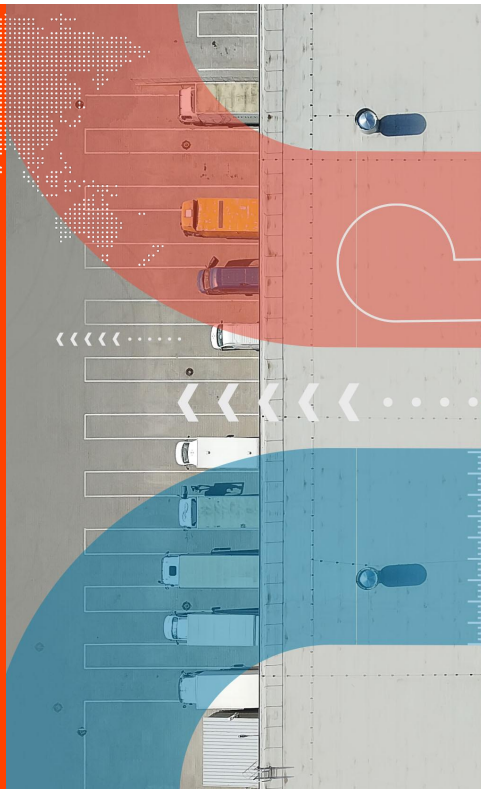
email / SMS/ Slack/RSS feed





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LBS Certification: **Users & Merchants**



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Feedback

Investigation

Escalation



SaaS Integration Architecture - **Bringg Users & Merchants**

BRINGG USERS



USER INTERFACE



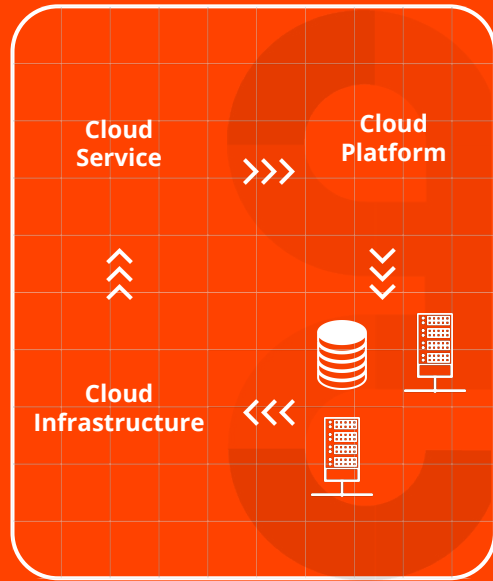
DATA TRANSFER



CONNECTIVITY & LOCATION



BRINGG PLATFORM



In this section...

- Merchant setup
- Bringg Users
- Access management





Merchants



MERCHANT



Merchants



Production
MERCHANT

Staging
MERCHANT

Merchants

MyMerchant

Production
MERCHANT

MyMerchant
Staging

Staging
MERCHANT

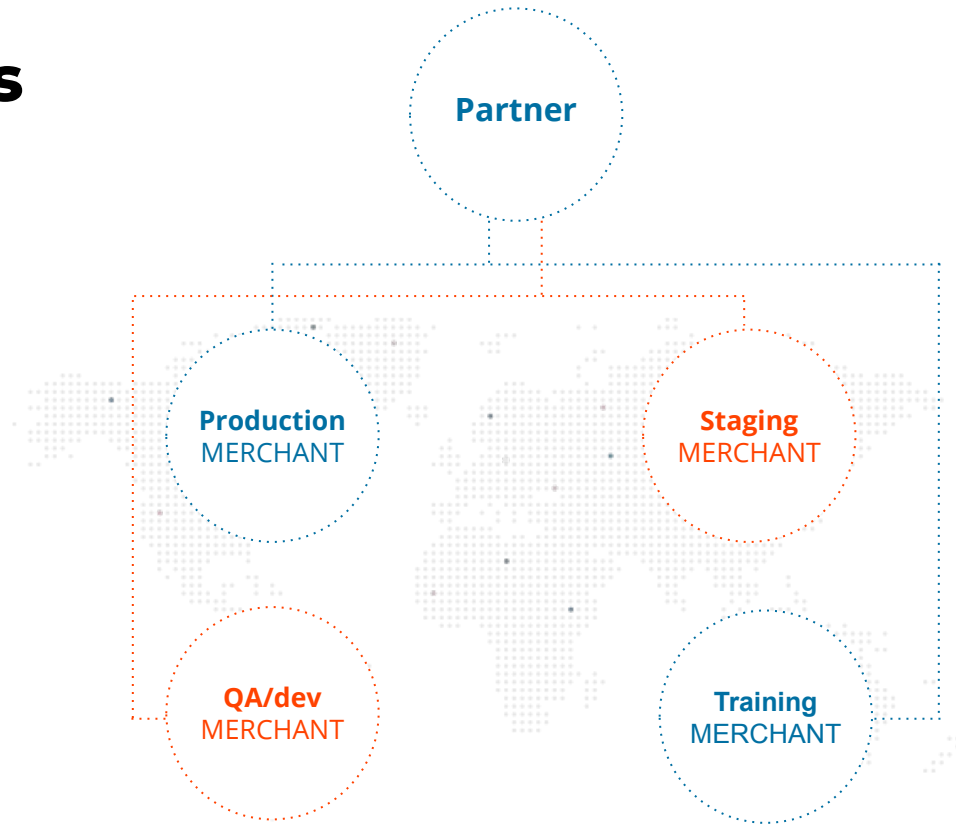
MyMerchant
QA

QA/Dev
MERCHANT

MyMerchant
Training

Training
MERCHANT

Merchants



Environment v. Merchant

Bringg Production Environment

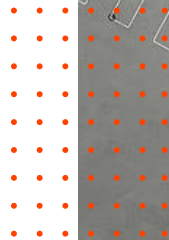


Bringg Dev/Test Environment





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Bringg's User Types



Admin



Dispatcher



Driver



Customer

Bringg's User Types

Settings > Users > Privileges

Accessible to Admins and Dispatchers with the relevant access

The screenshot shows the 'Settings / Users' page in the Bringg application. A sidebar on the left contains navigation links: Alerts, Dispatch, History, Fleets, Preparation, Customers, Reports, dashboard, Settings (expanded), Merchant Profile, Users (highlighted), Customer Notification, Customer App, Driver App, Merchant Config, Route Optimization, Vehicle Type Config, Tags, Logs, Webhooks & API, and Applications. The main content area displays a table of users with columns for Name, Email, Phone, Privileges, and Actions. A red box highlights the 'Privileges' column, which shows checkboxes for Admin, Dispatcher, and Driver roles. The 'Actions' column contains 'Update' buttons for each user. A search bar is at the top right, and an 'Add New User' button is at the bottom right.

Name	Email	Phone	Privileges	Actions
Dani Din	dani@bringg.com	+18596085943	<input checked="" type="checkbox"/> Admin <input type="checkbox"/> Dispatcher <input type="checkbox"/> Driver	Update
Dani Din	dani@bringg.com	+18596085943	<input checked="" type="checkbox"/> Admin <input type="checkbox"/> Dispatcher <input type="checkbox"/> Driver	Update
Dani Din	dani@bringg.com	+18596085943	<input checked="" type="checkbox"/> Admin <input type="checkbox"/> Dispatcher <input type="checkbox"/> Driver	Update
Dani Din	dani@bringg.com	+18596085943	<input checked="" type="checkbox"/> Admin <input type="checkbox"/> Dispatcher <input type="checkbox"/> Driver	Update
Dani Din	dani@bringg.com	+18596085943	<input checked="" type="checkbox"/> Admin <input type="checkbox"/> Dispatcher <input type="checkbox"/> Driver	Update
Dani Din	dani@bringg.com	+18596085943	<input checked="" type="checkbox"/> Admin <input type="checkbox"/> Dispatcher <input type="checkbox"/> Driver	Update
Dani Din	dani@bringg.com	+18596085943	<input checked="" type="checkbox"/> Admin <input type="checkbox"/> Dispatcher <input type="checkbox"/> Driver	Update

User Type: **Driver**

- Access to their own data and communication with their co-workers
- Access to Bringg Driver App



The Driver

User Controls: Driver App Configurations

Settings > Driver App >
Configurations / Actions
Configurations

Best Practices:
Keep test devices on hand

The screenshot displays the 'Driver App' configuration page within a settings application. The left sidebar contains a navigation menu with options like Alerts, Dispatch, History, Fleets, Preparation, Customers, Reports, dashboard, Settings, Merchant Profile, Users, Customer Notification, Customer App, Driver App (highlighted), Merchant Config, Route Optimization, Vehicle Type Config, Tags, Logs, Webhooks & API, Applications, Setup, Alerts, Your Profile, and Account Manager. The main content area is titled 'Settings / Driver App' and has a 'Configuration' tab selected. It features a search bar and a table of settings. The settings are organized into two columns. The first column includes 'Hands free driver mode' (checked), 'Auto start orders when previous one is done' (Enabled), 'Automatic check in' (Automatic), 'Arrive distance trigger' (100), 'Protect against arrival/leaving' (20 Seconds), 'Allow driver add profile picture' (checked), 'Allow driver to take signatures on site' (checked), 'Allow driver to take payments on site' (checked), 'Allow driver to take cancel task' (checked), 'Allow driver to reorder task' (checked), 'Driver auto starts task on accept' (checked), 'Cluster pickup orders by location' (checked, Choose Location), 'Hide list on cluster' (checked), 'Default driver transportation method' (checked for person, unchecked for bicycle and car), and 'Alternative feedback email address' (hollymolly@bringg.com). The second column includes 'Email orders to driver when shift start' (checked), 'Sort orders by' (Priority), 'Automatic check Out' (Manual), 'Leaving distance trigger' (100), 'Hours to save customer data after order completes' (2 Hours), 'Allow driver to take picture on site' (checked), 'Allow driver to take notes on site' (checked), 'Allow driver to take scan on site' (checked), 'Allow driver to text cancel task' (checked), 'Driver auto accept order on assign' (checked), 'Auto delete photos from app' (checked), 'Enable done orders achievements' (checked), and 'Enable average ratings achievements' (checked). An 'Update' button is located at the bottom right of the configuration area.

Configuration	
Hands free driver mode	<input checked="" type="checkbox"/>
Auto start orders when previous one is done	Enabled
Automatic check in	Automatic
Arrive distance trigger	100
Protect against arrival/leaving	20 Seconds
Allow driver add profile picture	<input checked="" type="checkbox"/>
Allow driver to take signatures on site	<input checked="" type="checkbox"/>
Allow driver to take payments on site	<input checked="" type="checkbox"/>
Allow driver to take cancel task	<input checked="" type="checkbox"/>
Allow driver to reorder task	<input checked="" type="checkbox"/>
Driver auto starts task on accept	<input checked="" type="checkbox"/>
Cluster pickup orders by location	<input checked="" type="checkbox"/> Choose Location
Hide list on cluster	<input checked="" type="checkbox"/>
Default driver transportation method	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Email orders to driver when shift start	<input checked="" type="checkbox"/>
Sort orders by	Priority
Automatic check Out	Manual
Leaving distance trigger	100
Hours to save customer data after order completes	2 Hours
Allow driver to take picture on site	<input checked="" type="checkbox"/>
Allow driver to take notes on site	<input checked="" type="checkbox"/>
Allow driver to take scan on site	<input checked="" type="checkbox"/>
Allow driver to text cancel task	<input checked="" type="checkbox"/>
Driver auto accept order on assign	<input checked="" type="checkbox"/>
Auto delete photos from app	<input checked="" type="checkbox"/>
Enable done orders achievements	<input checked="" type="checkbox"/>
Enable average ratings achievements	<input checked="" type="checkbox"/>
Alternative feedback email address	hollymolly@bringg.com

Update

Not every Driver User is the same!

User roles

Skills

Shifts

Delivery blocks etc...

Best Practices:

- Create generic users for testing
- Recreate issues with Driver User with matching configurations



User type: **Dispatcher**

- Access to data of the drivers under their supervision
- Not all Dispatchers are the same
- Any non-admin user with access to Bringg Web



The Dispatcher

User Controls: Privileges

Privileges are certain permissions that you can allow or prevent a dispatcher from having, with regard to what they can do or see on the Bringg Dashboard.

Best practices:

Provide only the privileges needed for a Dispatcher user to complete their duties

Add Privilege

Access Orders

Access Users

Add Privilege

lorem ipsum lorem ipsum lorem ipsum lorem

- | | | | |
|---|---|---|---|
| <input checked="" type="checkbox"/> Dispatch Menu | <input checked="" type="checkbox"/> Dispatch Menu | <input checked="" type="checkbox"/> Dispatch Menu | <input checked="" type="checkbox"/> Dispatch Menu |
| <input type="checkbox"/> Create Orders | <input type="checkbox"/> Create Orders | <input type="checkbox"/> Create Orders | <input type="checkbox"/> Create Orders |
| <input type="checkbox"/> Acknowledge Order | <input type="checkbox"/> Acknowledge Order | <input type="checkbox"/> Acknowledge Order | <input type="checkbox"/> Acknowledge Order |
| <input checked="" type="checkbox"/> History Menu | <input checked="" type="checkbox"/> History Menu | <input checked="" type="checkbox"/> History Menu | <input checked="" type="checkbox"/> History Menu |
| <input type="checkbox"/> Driver Profile | <input type="checkbox"/> Driver Profile | <input type="checkbox"/> Driver Profile | <input type="checkbox"/> Driver Profile |
| <input type="checkbox"/> Add Driver | <input type="checkbox"/> Add Driver | <input type="checkbox"/> Add Driver | <input type="checkbox"/> Add Driver |
| <input type="checkbox"/> Change Driver Roles | <input type="checkbox"/> Change Driver Roles | <input type="checkbox"/> Change Driver Roles | <input type="checkbox"/> Change Driver Roles |
| <input checked="" type="checkbox"/> Teams Menu | <input checked="" type="checkbox"/> Teams Menu | <input checked="" type="checkbox"/> Teams Menu | <input checked="" type="checkbox"/> Teams Menu |
| <input type="checkbox"/> Costumers Menu | <input type="checkbox"/> Costumers Menu | <input type="checkbox"/> Costumers Menu | <input type="checkbox"/> Costumers Menu |
| <input type="checkbox"/> Reports Menu | <input type="checkbox"/> Reports Menu | <input type="checkbox"/> Reports Menu | <input type="checkbox"/> Reports Menu |

Cancel

Add Driver

User type: **Admin**

Access to all data and orders of the merchant

Access to all Bringg Web settings and configurations

Best practices:

- Limit number of Admin users
- Expect slower loading time
 - Change default landing page (per user)
- Does not mimic Dispatcher view



The Admin

User Types: Review



User type	ADMIN	DISPATCHER	DRIVER
User interface	Bringg Web (All sections)	Bringg Web (subject to privileges)	Bringg Driver App
Settings	-	PRIVILEGES	DRIVER APP SETTINGS/ USER CONFIGURATIONS
People	Management role	Dispatcher, Contracted supervisor, Store employee	Driver
Task access	All	Team	Driver

Teams

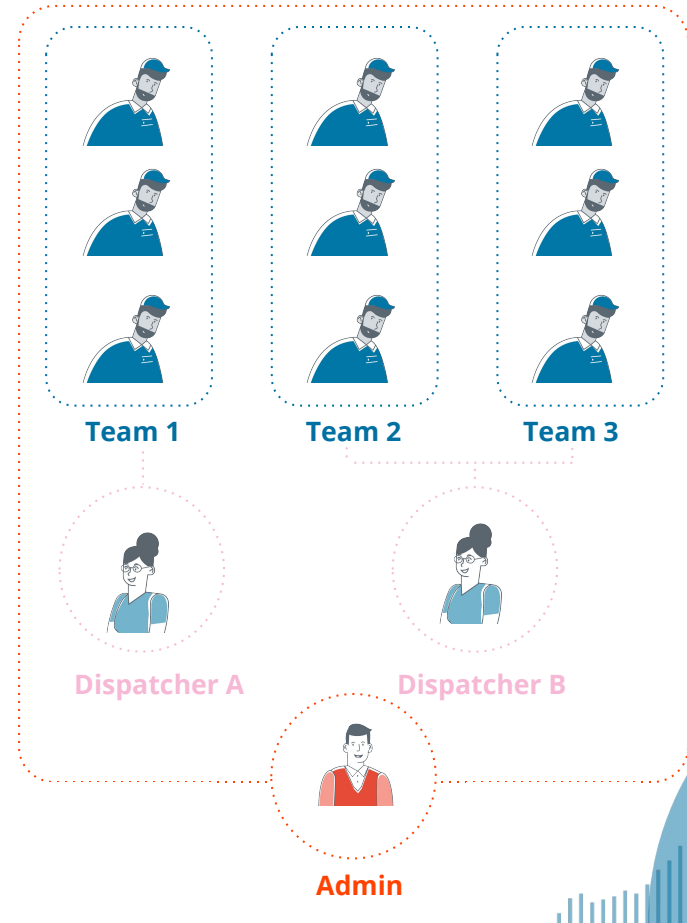
Grouping of drivers and orders, usually associated with a geographic area, physical location, or specific fleet.

Parent / child teams

Shared configuration for assignment & visibility

Additional groupings:

- Crews
- Companies



Teams - Best Practices

1. Assign every dispatcher and driver to the minimum number of teams possible, ideally 1!
2. Tasks should only be assigned to a single team
3. Do not assign Admins to teams
4. Do not change a driver's team assignment during their working hours














Avoid Multiple User Types

Create multiple users (different email addresses) instead of creating a user with multiple user types.

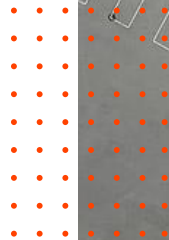


User Types: Summary

User type			
User interface	Admin	Dispatcher	Driver
User interface	Bringg Web	Bringg Web	Bringg Driver App
Settings	PRIVILEGES	PRIVILEGES	DRIVER APP SETTINGS/ USER CONFIGURATIONS
Should act as dispatcher			
Access to driver data		within assigned teams	
Access to customer data + history		within assigned teams	limited within assigned tasks
Access to task data + history		within assigned teams	assigned tasks
Can access users email + login		within assigned teams	



BRINGG



Security, Privacy, & Accessibility Compliance

GDPR / CCPA

Personally identifiable information(PII)

ISO27001 (Bringg)

SOC2 Type II (Hosting Provider)

Americans with Disabilities Act (ADA)

Security, Privacy, & Accessibility Compliance

<https://www.bringg.com/platform-privacy-policy/>

Login & Authentication Methods

Web Interfaces (Admin, Dispatcher)

Mobile Apps (Driver)

LOGIN METHODS

EMAIL & PASSWORD



SECURED SETUP



PHONE NUMBER &
VERIFICATION CODE



QR



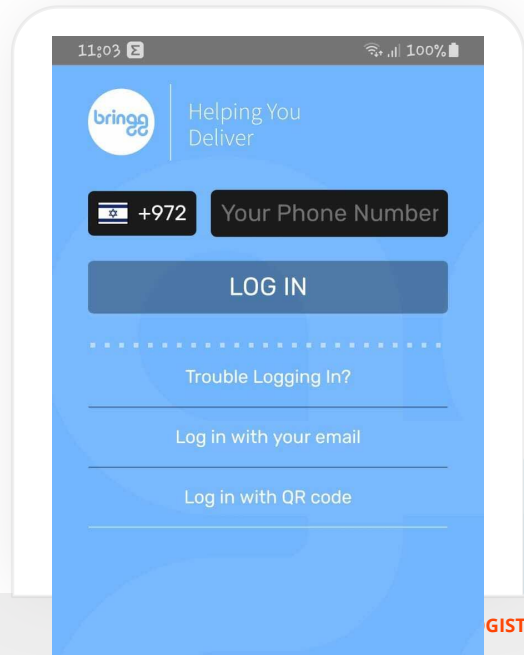
AUTHENTICATION METHODS

SSO



Avoiding login issues

- No users with email addresses on fake/non-existent domains
- Google groups for Dispatcher shared devices
- Device/route specific email for Driver shared device





Discussion topics

- What login method/s are you using for Bringg Web Interfaces?
- What login method/s are you using for your Driver App?
- What is the retrieval process for forgotten login credentials?
- Who should Drivers be directed to when they have login/credential issues?
- Do you have IDP for your employees? e.g. active directory, HR software, access software
- Are the Dispatchers connecting via SSO? If yes, does Bringg have credentials or a mechanism to replicate the SSO authentication process?
- What Privileges should be subject to your organization's privacy policy?



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