

THE METRICS OF RESPONSIVENESS

You ask, we answer. There are many moving parts that make up our newly optimized request management process. Explore this infographic to learn about the metrics that ensure the entire Wheels team is dedicated to client responsiveness.



29,000

The number of requests handled by Wheels' Client Services team each month.

ECD

An estimated completion date (ECD) is the projected timeframe for when a request will be resolved—based on actual processing times across thousands of transactions completed in the last 2 years. This date is provided for each request that isn't resolved immediately.

200+ CATEGORIES

Registration, fuel, safety, maintenance, insurance and more. Your requests are filtered into more than 200 categories that are adjusted regularly to ensure you have the most accurate and up-to-date ECDs.



THE GOAL

Requests are triaged to the right department in less than 4 business hours. We actively work to complete requests before the ECD. If it can't be met, we revise the ECD and capture the reason. Daily the team huddles to ensure achievement of the following goals:

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REQUESTS

Awaiting assignment +4 business hours after received.

+90%

REQUESTS

Completed by their original ECD.

+95%

REQUESTS

Completed by their revised ECD.

100%

VISIBILITY

Complete client visibility into request history and status—via email and in FleetView™—with the ability to ask follow-up questions or generate a new request.



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