

APP

Accident Scene Photos & Video

PROJECT LEAD

RESEARCH

FRONT-END DEVELOPMENT

Reduce vehicle accident claim cost by 70%

Request

Photos of the damaged vehicle for automated "Total Loss" assessment to route the vehicle to a storage facility to save time and money during the accident claims process.

Considerations

Usage will be at times and locations where glare from the sun or other sources will affect screen clarity. Key elements should be large with high contrast to achieve the best possible readability under all conditions.

App Solution Summary

The primary function of the app was to capture a vehicle damage photo that met certain criteria. To assist the user in taking the "right" photo, the app used a custom built camera experience that used object detection to know when the user was taking the right photo and provide feedback when they were not. In addition to the damage photo, the app is used to take photos of the vehicle VIN for identification, odometer for additional claims related data, and video walk around of the vehicle for more comprehensive proof of the vehicles condition before it is towed.



A picture of the VIN is important to 360 Video HONK requires a video of the entire vehicle and a picture of the odometer from the scene and a picture or the odometer nom the austre of the accident. This helps us protect you (and us) from claims. 111 Your location is required Scene to use this app Step 1: Press "Ask for my location". A box should appear. Step 2: Press "Allow" to share your location and continue with this app. Ask for my location Turn your phone sideways to enable the cornera. IT SCENE PHOTOS 111 On Scene 2 Damag C VIN The mileage on the odometer is needed On Scene Photos & Video by the customers insurance. job location You are currently not at the job location of 5560 Main Street, Los Angeles CA, 90012. Recording the vehicle before its loaded is the best way to protect yourself from claims. 8081808 Please continue when you are there. Check again 9 Send this app to the person doing the job so Not the driver?



WEB APP

Modular Dashboard

UX UI





Summary

With developers at different stages of their product journey, managers that need transparency into their teams activity, and administrators with questions about the entire account, dashboard needs vary. This modular design allowed for a customized experience to suite each individuals needs.



Telepresence IDE Plugin

UX UI RESEARCH

Increased work flow efficiency by 30%

Request

Create a plugin for two commonly used IDE's (VSCode and IntelliJ) so that developers could use Ambassador Labs Telepresence product in an integrated experience where they were already working on code, instead of running commands through a command line interface (CLI/Terminal).

Considerations

Make sure the UI is familiar. Leverage capabilities of the IDE to add convenience features that are not normally available when using a Terminal.

Solution Summary

VSCode and IntelliJ have different interface standards. Understanding the different and common elements in the beginning allowed for a similar design where possible. Due to the highly technical nature of Telepresence, and our desire to create added value, much of the design and features were a result of intense collaboration with engineering, resulting in a product that was quicker, more convenient, and feature rich, than a developers previous method of using Telepresence.



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APP **Carvana Vehicle** Drop-off

FRONT-END DEVELOPMENT RESEARCH UX UI

Increased drop-off verification by 90%

Problem

Carvana could not find vehicles that were delivered to their storage lots.

Causes

Tow operator indicates vehicle is delivered prematurely.

Tow operator marks the wrong car as delivered.

Carvana agents are not present during drop-off to mark where the vehicle was unloaded.

App Solution Summary

Verify the vehicle is at the correct Carvana lot (via GPS and vehicle VIN), and identify where it was left in the lot with GPS coordinates and a photo for visual assistance.



surrounding area.

Vehicle Delivery

2012 Honda Accord (white)

5563 Superduper Parkway Los Angeles, CA

DROP-OFF

HONK

erify the VIN

Not 📢

Send thi

vehicles

and rece

ter the last 8 digits of the VIN of the vehicle u are delivering.

BBAYCVAC

Continue

Not at drop-off

The destination for this vehicle is **5563** Superduper Parkway Los Angeles, CA. Please continue when you arrive.

I am there now

Vehicle Delivery

VIN

V Photo

Location

,111 💭

Not the driver?

Send this app to the person delivering the vehicle so they can complete this requirement and receive payment.

Send to driver





WEB APP

User Activation Flow Redesign

RESEARCH UX UI

Increased user activation by 12%

Problem

Many new users would not engage with the Telepresence product after signing up.

Causes

Users are presented with too much information/options after signing up, distracting them from what we want them to do.

Instructions require user actions to find, causing confusion for what the user should do next.

Instructions are jumbled together, preventing users from knowing the amount of effort/time required to activate.

Solution Summary

Send users into a redesigned set of activation instructions immediately after sign up. Help options were added through the steps and in other key places so that issues preventing activation could be logged and used to improve the instructions and product over time.



> Terminal	பு
telepresence helm install	

Connect to Ambassador Cloud 3

Login and connect your Kubernetes cluster to Ambassador Cloud to complete your setup. Afterwards, you will use Telepresence intercepts to route traffic intended for your Kubernetes service to your local workstation. Making code change locally and seeing the changes instantly.

1 Terminal	۲
telepresence login ––apike telepresence connect	y NDY1N2U2NGYtMDg3YS00NDMzLTgxNTgtMW

Problem with this step? Get help connecting to ambassador cloud ightarrow

Seconds after you successfully complete step 3, you should be automatically redirected to Ambassador Clouds dashboard with information about creating a Telepresence intercept. If this does not happen and you remain on this page, please contact us with the "GET HELP" button below.

?	GET	HELP	

Problem installing Telepresence

We want to help you. Please send us the details of the problem you encountered with installing Telepresence along with any error message you received.

You can also read more about this step in our installing Telepresence

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CASE STUDY

Accident Scene Photos & Video App

Summary

An in-depth look at building an app essential for a new product offering for HONK's B2B clients that would save money during vehicle accident claims and speed up the overall process.



Accident Scene Photo & Video Webapp Case Study



Role: UX Designer, UI Designer, UX Researcher, Front-End Developer
Date: April 2021 - June 2021
Team: Senyo Gault-Williams, Blake Israel, Michael Hollis, Steaven Rojas
My Tools: Adobe XD, Looker, Inspectlet, Aha!, Bitbucket
My Languages/Frameworks: React, Typescript, Javascript, HTML, CSS

Project overview

In an effort to speed up the insurance claims process and save our insurance clients money when their policy holder were in a car accident, HONK wanted to collect damage photos of the policy holders vehicle at the scene of an accident. These photos then be submitted to a damage evaluation AI to determine if the vehicle could be repaired or was a total loss (unrepairable), routing it to a new tow destination. The initial MVP was a very basic web form for tow operators to upload photos of the policy holders damaged vehicle at the scene of an accident before towing it a destination. With this initial solution only 14% of all accident tow jobs had acceptable photos. HONKs goal in the redesign was to increase that number significantly to make it viable product offering for its insurance clients.

Exploring the problem

Not enough tow operators were using the initial web form. When they did, many did not take the right kind of photos before towing the vehicle. To understand the reasons for this, we looked over submitted photos and recorded the reason(s) why the photo was not acceptable (too close, missing a portion of the vehicle, etc.). We examined detailed job data to understand situational information and how it related to photos being taken or not, and the acceptability of them. Lastly, we interviewed tow company owners, dispatchers, and tow operators to learn more about their individual experiences.



Opportunities & considerations

After our initial research, we identified seven main factors preventing HONK from getting the photos it wanted.

Existing process confusion

Many tow operators already take photos to protect their company from claims. So when asked to upload photos of the vehicle, many did not follow directions and uploaded the images they already took, which often did not meet HONKs photo requirements.

Safety

Roadside assistance is already a dangerous job. Often, in order to take the picture HONK requested, the tow operator would have to step into a dangerous area (highway, street, hill, etc.)

No perceived value

In its current state, uploading photos to HONKs web form was just an additional process added to the Accident Tow job with no benefit to the tow company or tow operator.

Photo taken after tow

The value in this product idea comes from determining a total loss for the vehicle before it is towed so it can be routed to a scrap yard. There was nothing currently in the web experience to enforce this.

Ineffective instructions

Whether they were being ignored, glanced at, or just interpreted differently than we intended, users weren't following the instructions.

Contacting the wrong person

Tow companies were currently notified to take pictures via text, which at times would go to a dispatcher or someone else in the company other than the tow operator at the accident.

Camera orientation

Some photos were taken holding the phone vertically (portrait), making it nearly impossible to capture the entire vehicle in a photo.

Problem statement

Tow operators are not always contacted about HONK's request to take a damage photo when assigned an accident tow job, and when they are, they are not taking damage photos that meet HONK's criteria. Tow operators need to be informed of the photo request on every accident tow job, encouraged to do it, and guided through the photo experience so HONK has an acceptable damage photo for total loss assessment.

Testing and iteration strategy

Once we had a useable first version of the new camera experience, we used split testing to validate each iteration. The scope of each iteration was focused on changes/additions that could be validated with confidence (usually kept the changes small), resulting in typically 1-3 day iterations. Validation for A and B were accomplished utilizing a funnel representing the life cycle of when an Accident Tow Job was first created to when an acceptable damage photo was taken. We also used screen recordings and user interviews to understand the "why" when we saw drop-off from from points in the funnel and to get periodic feedback on the product.

Getting better pictures

For our first step, we prioritized improving the quality of the images taken because we believed this area of the product would likely require more technical research/experimentation and wanted to understand the technical options and limitations early because it would influence the solution. We first created guided video recording experience for the user to capture a full vehicle walk around, extracting stills from the video to use for damage assessment. Unfortunately, we hit browser technology limitations combined with poor mobile data speeds, forcing us to abandon the video as a means to collect the primary damage photo. Next, we experimented taking a single photo, hoping to create guided experience that would significantly improve the amount of acceptable photos we received.



Building an intelligent web app camera

The idea was simple, create a camera that used object detection to "see" the vehicle and provide the user with live feedback so they would take an acceptable photo.



Idea #1. Live object detection prototype

Two of the most important concerns/considerations for successful live object detection were device performance and internet data speeds. Significant amounts of our tow operators had phones with with low performing hardware (older and/or cheap) , limiting the accuracy and responsiveness of live detection. Additionally, the object detection model took an unacceptable amount of time to load when in areas with lower data speeds.

Results: After many iterations and extensive testing (internally as this was not given to our users), we determined that a viable product could not be built for enough of our users and locations at which the app would be used.



Idea #2. Object detection after capture

After ruling out live detection, we decided to redesign the photo experience so that the user would submit the photo they took, and get automatic feedback from our backend on if it was acceptable or not. When photos were not approved, the user would receive feedback, reminded of the photo guidelines, and asked to submit another. Wanting to prove the experience/design concept first before using engineering resources to build an automated backend, we sent all submitted photos to a Slack channel where they could be approved or denied manually. Individuals working on this project would then take turns evaluating the photos that came in and approve or deny them. This experience was released to our users to validate.

Results: We increased the number of acceptable photos from 35% to 96%. Most users that did not submit the right kind of photo on their first try, did submit an acceptably one on their second try after receiving feedback. Seeing these positive results, we decided to automate the approval/rejection.

Camera orientation

Without having live feedback while taking the photo, it became even more important to guide the user so they were more likely to take the right photo the first time. This screen guided the user to hold their phone horizontally to activate the camera, improving the chance the photo would show the entire vehicle, and increasing acceptable first submission.

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Increasing engagement

After redesigning the web app and camera experience, our next challenge was to increase how often tow operators used it during accident tow jobs. We knew that our current text method was ineffective. The text with the photo web app link was sometimes sent to a different person in their company, it was sometimes not seen at all or ignored, and created a disjoined experience for our users who were accustom to using the HONK Partner app for job related interactions. Creating an integrated experience for those tow operators already using the HONK Partner app was an obvious choice, but a substantial number of tow operators on scene were not using the HONK Partner app (30% of Accident Tow jobs), so we still needed to improve those users experience also to get the highest engagement possible.



Integrating the photo web app experience

Tow operators aren't always in a position to be paying attention to their phone, so in the HONK Partner app, we displayed information about the photo requirement and added a link to the photo web app in the same section where they read job details, leveraging the engagement we already had with viewing job details when they were first awarded the job, so they were more likely to see the photo requirements and know what to do. We also sent them an app message (push notification) when they arrived as a reminder and convenience so they could quick

enter the photo web app and take the picture. This integration made the largest impact on engagement, raising it from 40% to 75%.

Improving handoff

After integrating with the HONK Partner app, we now had a more reliable method of contacting someone involved with the accident tow job. If it wasn't the tow operator doing the job, it was at least the dispatcher responsible for coordinating the tow companies jobs. To make it easier for the dispatcher to share the photo web app with the right person, we added an easy method for them to text the photo web app link to the right person. After making this change, we saw consistent usage of this text feature, and observed a 3-5% increase in engagement as a result of the change.

Adding value for the tow company

We knew that proof of existing damage was valuable to tow companies because it protects them from being blamed for damage. The single image wasn't comprehensive, but the video recording of the vehicle walk around was, so we added any photos and video taken though the web app to their job history page, giving them quick access to the photo and video in the event they were blamed for vehicle damage. We didn't see immediate improvements in engagement, but did receive positive responses from tow company owners.

Increasing "on scene" photos (or not)

Photos taken after the vehicle was towed from the accident scene had much less value to HONK's clients because they would pay for two separate tows instead of one to get an unrepairable (total loss) vehicle to its final destination. At this point in the project, after benefiting from a more integrated experience with the HONK Partner app, 4% of the photos were taken after the vehicle was towed. When asked why, our tow professionals cited safety (i.e. didn't want to step into a busy road/highway to take the picture) and situational (obstructed, police asked them to removed the vehicle from the highway immediately, etc.) as the main reasons. Not wanting to suggest something unsafe or that would strain HONKs relationship with the tow operator and company, we decided to leave this be.



Takeaways

More value for tow companies and/or operator

Value to the tow company/ operator was one of the least explored opportunities, and has the potential to increase user engagement a substantial amount. Value would also strengthen HONK's relationship with them, likely benefitting HONK in additional ways other than photo web app usage.

Browser based cameras are problematic.

The browser based camera had its advantages over the devices (phones) native camera . It allowed for a more controlled experience (visible content while taking a picture, aspect ratio, integrated, etc.). The downside of it was its reliability and device permissions dependency. Both of these created friction in converting web app visits to photos taken.

Benefits to photos even after towing

The scope of this project focused on getting a damage photo before the vehicle was towed because there wasn't a substantial financial benefit to receiving the damage photo after the vehicle was towed. However, photos taken after the vehicle is towed would still assist with the accident claims process and could be added to to the experience to improve the product offering.

DESIGN SYSTEM HONK Email

FRONT-END DEVELOPMENT UX UI RESEARCH

Increased average click rates by 28% ~

Summary

A light and versatile system for HONK's Service Provider (Tow companies/professionals) and marketing related communication.

LARGE/MEDIUM SCREENS **SMALL SCREENS** HONK HONK HINK Nav1 Nav2 Nav3 Nav4 Keep this main title Nav2 Nav3 Nav4 Nav1 HINK Nav4 Nav3 Nav1 Nav2 short and clear. This is the supportive text that should be easily optional within the HØNK template. So if it's not there should still be ample padding at the HONK bottom of the component. Navl Nav2 Nav3 Nav4 Nav1 Nav2 Nav3 Nav4 CTA One **CTA Two** HINK

General content title

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CTA One

Big short message.

This is the supportive text that should be easily optional within the template. So if it's not there should still be ample padding at the bottom of the component.

CTA One

CTA Two

Sub section of general content

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CTA One

Image list (opt)



Secondary title

This text combined with the title above should be middle aligned vertically.



Title related to image

This is the supportive text that should be easily optional within the template. So if it's not there should still be ample padding at the bottom of the component.



title short and clear.

Keep this main

This is the supportive text that should be easily optional within the template. So if it's not there should still be ample padding at the bottom of the component.





Title related to image

This is the supportive text that should be easily optional within the template. So if it's not there should still be ample padding at the bottom of the component.



Drive a simple action

Email us at questions@honkforhelp.com

Secondary title

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Secondary title Still vertically middle.

Drive a simple action

Email us at questions@honkforhelp.com

This is a big quote from someone to make a statement.

Persons Name

Secondary title

This text combined with the title above should be middle aligned vertically.



Sometimes you have a simple statement to make.

It can be short!

General content title

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At vero eos et accusam et justo duo dolores et ea rebum. Stet clita kasd gubergren, no sea takimata sanctus est Lorem ipsum dolor sit amet.

CTA One

It can be short!

Image list alt (opt)





Image list alt (opt)

Short and important!

This piece is a big callout (with icon) to the content below it. The smaller text (this stuff here) is optional.



This larger text is when you have short statements to make.



This larger text is when you have short statements to make.



This text should be vertically aligned middle with the image.



Even when it's short.

Image grid title





Image title



Image title



Image title

Image title



Image title

Image title



This text should be



Even when it's short.

honkforhelp.com

PROJECT LEAD UX UI RESEARCH FRONT-END DEVELOPMENT

Increased orders by 9% and expanded b2b client markets

Summary

Redesign of HONK's main site to reflect its recent B2B focus, giving presence on the home page for both B2C and B2B. This included and entirely new portion of the site dedicated to B2B industries who would benefit from HONK's services. This was instrumental in acquiring new B2B clients and increased direct sales due to the improved clarity for customers looking for roadside assistance.

HONK SERVICES EXPLORE

Roadside Assistance, Simplified

ABOUT

Vehicle

Trouble?

Breakdowns hurt. Getting help is easy.

GET HELP Not available in OK & MT

100% Peace of Mind Guarantee

Industry

Solutions

Elevate your Roadside Assistance.

LEARN MORE

INDUSTRY SOLUTIONS TOW PARTNERS

15-30 . 24/7 service.

Expansive network of over 108,000 service vehicles arrive quickly to expertly solve the problem and get you back on the road fast. Stay in the know, track everything right from the app - driver's name and number, estimated time of arrival, receive updates and even rate your level of service.





How It Works

Find and order help

Use the app to tell us your problem, pinpoint your location and securely pay.

Get back on the road

your life.

The small speed bump in your day is now

in the rearview, and you can get back to

Professional arrives

One of our 108,000 approved roadside professionals arrives quickly to expertly solve your problem.

EL SERENO

UNIVERSI

Bernardino



666 HONK might be the greatest thing to happen to stranded motorist since run-flat tires.

PANDO

EXPLORE

TOW LIFE GET HOOKED POD

WHAT TO DO WHEN YOUR CAR STALLS ON THE FREEWAY

📋 October 28

Even though you may take very good care of your vehicle, you can still experience a roadside breakdown that can leave you stranded. When this does occur, it's important to know how to respond to the situation. If your car or truck stalls, you'll want to get the help you need to get back on the road. You'll also want to make sure your passengers and yourself remain as safe as possible.







ANGELLES FAST & RELIABLE LOS ANGELES CALIFORNIA ROADSIDE ASSISTANCE OR TOWING SERVICES

LOS

CUSTOMERS ARE GETTING HELPED FASTER THAN EVER BEFORE

📋 January 25

There are few times throughout history where you can point to technological innovations changing consumer behavior as much as they have over the last decade.

The culmination of this innovative boom and ondemand economy has resulted in expectations of immediacy and convenience among consumers, no





Eric arrived earlier than expected. As my first time using this service I was highly satisfied with his service. He did everything professionally and it took him less than a minute to fix my car. I am very happy with my experience. - **Hripsime G.**, Received Jump Start in Los Angeles, CA on April 29, 2016

TECH TALK: SAME-DAY VEHICLE DELIVERY. ON-TIME. EVERY TIME.

📋 December 22



HONK, Executive Vice President



Incredibly Fast Roadside Assistance Reducing Costly Downtimes

FLEET



by Jackie Murphy Jackie Murphy, HONK's Director of Check out our first **"Tech Talk"** interview with HONK's Executive Vice President, Rochelle Thielen, where she provides detailed insight into a new and exciting end-to-end mobility solution designed to help **online used-car retailers** maintain business continuity and meet their ever-changing 'inventory moving' demands.

Q: How has HONK expanded in 2020?

A: Despite the current economic conditions experienced this year related to COVID-19. our business

Memorable Customer Experience

Our "white-glove" approach to service balances the right amount of technology with human interactions, making your customers experiences ones to remember. From optimized GPS location dispatching to a curated network of service professionals to 50% faster response times, real-time tracking, and notifications that keep your customers in the know at all times.



surance



HONK's digital platform allows us to provide a roadside assistance program with the exceptional customer experience we want to be known for, 24 hours a day, 365 days a year, with complete visibility and program control.

Wawanesa Insurance



Turn Your Customer's Bad Day On The Road Into Brand-Defining Joy

Delight customers and build stronger relationships to your brand, one breakdown at a time. Quickly and reliably save the day for your customers with a 24/7/365 roadside assistance platform-based ecosystem that delivers industry-leading ETAs, highest Net Promoter Scores® (NPS), and a connected omnichannel interface for transformational customer experiences. Let HONK power your roadside assistance so your brand can focus on your core business, building sleek, next-gen cars.

- Offer value added services Be there when your customers need you
- Strengthen your brand Deliver experiences your customers love
- Capture additional revenue Funnel repairs to your branded facilities

LEARN MORE

WEBSITE joinhonk.com **Front Page**

FRONT-END DEVELOPMENT RESEARCH UX UL

Increased viable partner signup by 15% ~

Summary

The joinhonk.com site is for tow companies who wish to partner with HONK to signup and manage their account. This was a redesign of the front page to increase viable partner signups with improving the clarity of HONK's offering, highlighting the features that partners care about most, and showcasing reputable publications who have written about HONK.

HINK

PAID SERVICES WHO WE ARE LOG IN JOIN HONK HOW IT WORKS

Grow your towing & roadside business

With more jobs. Industry-leading digital technology. Fast payment options.







More jobs near you

Rely on HONK, the tech leader, for the digital tools you need to quickly grow your business and connect with more stranded motorists that are closer to your available trucks.

- Count on HONK to be your voice in the industry - view PSA for Slow Down Move Over
- Free partner resources, exclusive discounts, industry education, and access to data to

Get paid instantly

Receive detailed job alerts directly from the HONK Partner App, complete the job, and get paid within minutes, not days or weeks. HONK leads the industry with speedy digital or direct deposit payments with 98% of jobs paid within 24 hours.

88:88

- 79% of jobs paid within 1-hour
- Request payment right from your HONK



Become an independent service provider now! It's absolutely free to join the HONK network and fast to get started. Sign up today and you'll be on your way to earning more money.

- Sign up and begin taking jobs same day
- Free background checks for all your drivers
- 24-hour active job support

manage your business more efficiently

account portal, no need to talk to anyone.

• No credit card processing fees with direct deposit



From our providers

I love the same day pay versus having to wait over a month for payout at times, and I believe HONK listens when other roadside assistance platforms don't.

Alex A.S.A.P Towing & Recovery Get paid for these services



Roadside assistance



Light & medium duty towing



Secondary towing

I started taking HONK jobs in order to keep the work flowing. What I like about HONK is their flexibility. When we do heavy-duty jobs, we don't have to worry about not picking up HONK jobs.

Mark V & M Towing and Recoverv



Motorcycle & exotic car towing



RV & specialty towing



Lock-box vehicle transport tows

Sign up now

Who We Are

One app, endless growth.

Become a HONK Partner today and join us in changing the industry.

Become a Partner

Not another motor club

HONK manages roadside assistance programs for top insurance carriers, fleet management companies, auto OEMs, and car retailers. HONK is more than just an app, we're your industry advocate and partner to help you grow your business. We were founded on the idea that helping motorists and tow professionals should be easy, it should be fair, and without any motor club hassles.

Change through technology

Our technology platform powers a digital app experience that your business needs to remain competitive, successful and linked to digitally connected motorists. Our proprietary dispatch algorithm finds and sends the closest Partner available for each job, keeping most drive times to under 30 minutes or less, resulting in quicker ETAs, happier customers, and most important for your business, improved truck efficiencies and lower overhead costs.

ACCESSIBILITY

WCAG 2.1 Compliance

UX UI RESEARCH FRONT-END DEVELOPMENT

Setter experiences for those in need

Summary

A complete audit and change (when needed) of all HONK's B2B and B2C software to meet compliance standards, creating a great experience for all, regardless of who was using it. This compliance was also an important step to protect HONK and its clients from accessibility related complaints and lawsuits.







summarv		
 Senyo Gault-Williams 818-288-6700 1234567890 Tow black 2015 Dodge Ram 1500 from 130 Pacific Ave, Paso Robles, CA 	SEAR Policy Number First Name Last Name BIRTHDAY	
	Month	MM
	Day	DD
INSURANCE	Year	YYYY

		HELP
	SEARCH FOR YOUR POLICY	
licy Num	ber	
rst Name		
st Name		
THDAY		
onth	MM	~
ау	DD	•
ar	YYYY	-



OK. We use text messages to communicate with you.	Yes O No	O Street	Lombard St Pioneer Park Famous hilliop	
What is the customer's preferred language?	🔇 🔵 English 🔿 Spanish	O Other	Your Vehicle Location	
What is the policy number so I can pull up your vehicle information and verify coverage?	# Policy Number SEARCH		3345 Very fun thing place, San Francisco CA 90012	
What kind of service may I help you with today?	TOW JUMP FUEL TIRE LOCKOUT WINCH	NEXT →	Confirm	

Senyo Gault-Williams

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