

2024 New Feature Checklist

Products & features first released at our 2024 User Conference, now available to all clients.

MULTI-CATEGORY

- Pulse+** - Our comprehensive communication platform leveraging GenAI for enhanced automation and engagement. Includes PulseChat, PulseNav, PulseBot, and PulseGeo.*
- Structured Messaging** - Request and provide information using customizable pre-programmed messages to save time and remove ambiguity, all across the dashboard.*
- PulseChat** - Manage all Pulse Message conversations in one place. Set permissions to allow for viewing all conversations or only one's own.

RECRUITING

- Pre-Application Messaging** - Answer driver questions - even *before* receiving a lead or application.
- MatchDM** - For drivers sending pre-application messages through PulseChat, share application links with them to convert them to leads.*
- Job Policy Tool** - Document your policies and send auto-reply messages to applicants asking common questions about home time, pet policy, pay, rider policies, and more.*
- PulseBot** - Respond to applicant questions and after-hours/weekend messages with preloaded policies or AI-generated responses instructed by the information recruiters have shared in the last 60 days through Pulse messages and dashboard emails.*
- Call Me Now** - Initiate phone calls with matched applicants who agree to be contacted, reaching drivers while you're still their top-of-mind.*
- Xchange Summary Report Updates** - Use the new search field to find specific details more easily and send Structured Messages to drivers requesting missing information.

* See page 5 for pricing information.

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MARKETING

- Merchant Discovery Tool 2.0** - An update in the Job Store to help carriers better plan and diversify their marketing efforts by identifying which merchants are best for lead apps and full apps, qualified applicant percentages, cost per qualified app, and more.
- Job Highlights** - A new addition to our Active Jobs tool that lets carriers briefly summarize the biggest advantages of their open positions to attract more candidates.
- New Job Store Vendors** - The Trucker, Google, HireMaster.AI, Truck Drivers USA, Kijiji.

ONBOARDING

- Subject to Subject Tagging** - Establish roles for subjects and link them together, like indicating fleet owner/driver connections, for multi-signature form completion, reporting, and overall relationship organization.
- Subject to Equipment Tagging** - Link more than two pieces of equipment to a subject so fleet owners can see all their equipment in one place.
- Subject to Equipment Forms** - Schedule forms for subjects to complete regarding their assigned equipment and save back into the equipment files.
- Multiple Signature Forms** - Have more than two subjects sign a form, enabling form completion by both fleet owners and drivers, or members of teams, or more.
- Time Spent on Training Report** - Run reporting on how much time your subjects have spent on a specific training within a given timeframe.

DRIVER PULSE

- Pulse News** - Drivers can read transportation news from notable trucking publications in the News feed of the app.
- Job Preference Updates** - Drivers can apply additional filters when searching for open positions to indicate their priorities and send Structured Messages asking for more information about their highest preferences.

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SAFETY MANAGEMENT

- Post-Hire Scorecard** - Manage safety performance with color-coded guides for each driver's key safety metrics to see who's compliant and who needs additional help.
- CSA Automation Update** - Automatically create a post-hire event when new CSA data is received through an integration.
- Safety Certifications** - Complete certifications for *Introduction to the Trucking Industry (Safety Edition)*, *Essential Power Skills (Safety Edition)*, *Safety Job Skills*, and *Effective Safety Management with Tenstreet*.
- Bluewire Integration** - Defend against Reptile Theory attacks on a strategic level and pull your Bluewire score and 9 severity GAP category scores into your dashboard.
- Accident Importer** - Contact your account management team for a custom template to import your historical post-hire accident records into your dashboard.
- DLP Integration Update** - Drivers using TruckMap will be shown route condition messages that alert them when approaching a high-risk or high-enforcement area.

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ENGAGEMENT

- Welcome Back Messages** - Deploy a location-specific Structured Message when a driver returns to a terminal or dock to provide relevant information like the location of coffee machines and bathrooms. *
- Leaderboards** - Gamify the tools you're running through Pulse and encourage drivers to compete in sweepstakes or wellness challenges.
- Insights Gold** - Customize your Insights surveys questions.*
- Rewards Automation Updates** - Automatically award points for new actions including clean inspections, survey completions, employment longevity, and fuel efficiency. Configure ineligibility for rewards points and set up auto-refills of rewards funding.*
- Pulse Wellness** - Encourage friendly competition and recognize drivers for practicing healthy habits through the Pulse App. *

EFFICIENCY

- True Fuel Weekly Scorecard** - Automate driver coaching on fuel waste behaviors with weekly scorecards in Pulse that share True Fuel Score trends, rankings against other drivers, areas of fuel waste, efficiency trainings, and more.
- PulseNav** - Send routes to drivers using TruckMap and view their current progress in your dashboard.*
- PulseGeo** - Trigger written or video messages using TruckMap based on geographies of interest whenever a driver comes within a quarter mile of a location.*
- Weigh Station Alerts** - Get alerted when a driver is stopped at a weigh station for an extended time and send automated messages reminding drivers to submit inspection reports or to communicate if they'll be delayed.
- True Load Time Inquiry Tool** - Anticipate the likelihood of your trucks idling at a drop-off location in advance when planning routes.*

* See page 5 for pricing information.

PULSE+ PRICING INFO

Free Pulse+ Features

- Pre-application messaging in PulseChat
- PulseChat access to manage company-wide Pulse Messages
- Structured Messages starter pack - [see list here](#)
- Manually entered job policies with auto-response
- TruckMap-powered routes sent to PulseNav dashboard by drivers

Paid Pulse+ Pre-Hire Features

Includes all Free Version items plus:

- PulseBot/GenAI – Categorized/job policy responses and open-ended responses
- Customizable Structured Messaging, including PulseBot response decision tree message threads

Paid Pulse+ Post-Hire Features

Includes all Free Version items plus:

- Customizable Structured Messaging, including PulseBot response decision tree message threads
- TruckMap-powered routes sent to drivers from Xpress dashboard by carrier
- Navigation-enabled workflows
- PulseGeo including Welcome Back messages at docks/terminals
- CSA warnings (requires CSA subscription)

MATCHDM

MatchDM events will be free until 11/1. After that they are a per-app charge.

AVAILABLE ADD-ONS

Please contact your advisor if you would like to add any of the following items to your package.

- Call Me Now (requires Texting + there is a per-minute price in addition to the package price)
- Insights Gold: Survey Customizations
- Pulse Wellness
- TLT Inquiry Tool

IMPLEMENTATION

Bulk Updates in August 2024

The following items will be rolled out to all companies on 8/26/24. Certain modules are required for specific enhancements or will apply only to certain user types.

- PulseChat: All users with notifications enabled (disable via Pulse Control)
- Structured Messages/default messages: All users
- PulseBot tab: Primary users
- PulseNav tab: Primary users with notifications enabled
- Driver Scorecard - Available to Safety Management Silver & Gold users. Primary users will be set up with the subject view which can be added to more users. All users can view company level in the Roster inside Safety Management
- Bluewire GAP Score Integration: All users
- Xchange Summary: Available for all users who have access to Xchange Summary Report

Upon Request

Please work with your account managers if you would like to configure any of the following items.

- CSA to Post-Hire Event Automation - included with Safety Management Silver/Gold
- Subject to Subject tagging
- Subject to Subject forms - included with Forms Engine
- Subject to Equipment forms - included with Forms Engine and Safety Management Silver/Gold
- Multi-step signatures - included with Forms Engine
- Weigh Station Alerts
- Leaderboards
- Reward automation eligibility by tag

Bulk Updates made available in early 2024

- Marketing
 - Merchant Discovery Tool 2.0
 - Job Highlights field in Active Jobs
- Recruiting
 - Pulse Message rates in Success Center
- Onboarding
 - Subject to equipment linking - with Safety Management Silver/Gold
- Safety
 - Safety Certifications
 - Time Spent on Training Report
 - Accident Importer
 - True Fuel Scorecard Automation
- Rewards
 - Additional automations
 - Notifications and reload for low balance
 - List failed transactions and retry
- Pulse App
 - DLP High-risk area alerts
 - Pulse News
 - Job Preferences
 - TruckMap in Pulse