

ABSTRACT

Aspects concern a server for facilitating collecting information about an incident, the server comprising: a memory configured to store instructions; and a processor for executing the stored instructions and configured to: receive a request to initiate an incident reporting mode from a driver via a computing device; receive a message for the incident from the driver via the computing device; identify an intention from the message; classify the message into one or more incident categories among a plurality of predetermined incident categories, based on the identified intention; assign the message to one or more agents corresponding to the classified incident categories among a plurality of predetermined agents, to analyse the message to collect the information about the incident; and provide output information based on the collected information about the incident.