



Auto Dealership Checklist

Enhancing customer experience

A FULLY INTEGRATED CLOUD COMMUNICATIONS PLATFORM IMPROVES CUSTOMER EXPERIENCE BY SUPPORTING:

- Customer experience, outreach, and engagement, within and beyond the dealership
- Flexible communication in customers' preferred channels (phone, chat, text, video)
- Mobile solutions for on-the-go sales teams
- Service and parts coordination and scheduling
- Ease of use for all departments – from marketing to sales to service

COMMON ISSUES FACING AUTO DEALERSHIPS

- Cumbersome appointment scheduling
- Disjointed or slow customer service
- Tethered sales professionals
- Untimely mass mailings that miss the mark



ONE COMMUNICATIONS PLATFORM - ONE LOW MONTHLY RATE
PHONE | VIDEO | CHAT | CONTACT CENTER | FILES | EMAIL

OUR SOLUTIONS CAN HELP SOLVE THESE ISSUES

	YOUR NEEDS	OUR SOLUTIONS
SCHEDULING AND SERVICE EFFICIENCY	<ul style="list-style-type: none"> <input type="checkbox"/> Eliminate dropped calls <input type="checkbox"/> Reduce hold times <input type="checkbox"/> Free service reps from time-consuming parts lookup <input type="checkbox"/> Maximize service schedules <input type="checkbox"/> Deliver service reminders effectively <input type="checkbox"/> Minimize scheduling friction and generate ongoing customer loyalty 	<ul style="list-style-type: none"> ✓ Customize call flows for more-efficient interactions and scheduling ✓ Support self-service parts lookup with interactive voice response (IVR) free from live agents ✓ Route incoming calls to employees with optimal combination of idle time and skills ✓ Eliminate busy signals with queuing, and provide in-queue music and voice playback (e.g., seasonal service specials) ✓ Deliver timely (and, if needed, repeated) reminders of appointments, recalls, check-ups, and more, with Dynamic Notifications ✓ Extend reach with integrated chat, SMS, video conferencing, screen sharing, file sharing, and file backup, while increasing collaboration and efficiency within the dealership
OMNICHANNEL CUSTOMER SERVICE	<ul style="list-style-type: none"> <input type="checkbox"/> Enable efficient, integrated, and frustration-free customer interactions, regardless of channel, from first contact to after-sales service <input type="checkbox"/> Support customers' expectations of seamless and interchangeable communication via multiple channels 	<ul style="list-style-type: none"> ✓ Minimize transfers and eliminate dead ends with intelligent routing and self-service interactive voice response (IVRs) which help automate common requests ✓ Accept customer inquiries via SMS, chat, and email, in addition to phone calls – all with one platform ✓ Support integrated chat, SMS, video conferencing, screen sharing, file sharing, and file backup
MOBILE SALES	<ul style="list-style-type: none"> <input type="checkbox"/> Untether and support a mobile sales team <input type="checkbox"/> Support easy, efficient, and quick communications among departments <input type="checkbox"/> Extend reach and facilitate increased collaboration 	<ul style="list-style-type: none"> ✓ Create a more flexible and effective sales team with anytime, from anywhere, and on any device, communications ✓ Allow sales professionals to never miss important calls or texts and provide the option to easily collaborate from desk to show room to back lot – all with our Mobile App ✓ Integrate the solution with applications such as Google, Microsoft, Salesforce, and more
CUSTOMER LOYALTY AND ENGAGEMENT	<ul style="list-style-type: none"> <input type="checkbox"/> Enact proactive and meaningful outreach <input type="checkbox"/> Extend reach with dynamic, high-value notifications 	<ul style="list-style-type: none"> ✓ Use Dynamic Notifications to send outbound voice, SMS, and email notifications about dealership news and updates, year-end or new-model information, special pricing and promotions, upcoming events, and other communications to keep dealership top of mind

Contact us today to find out how a fully integrated cloud communications platform can help your auto dealership thrive and grow.