



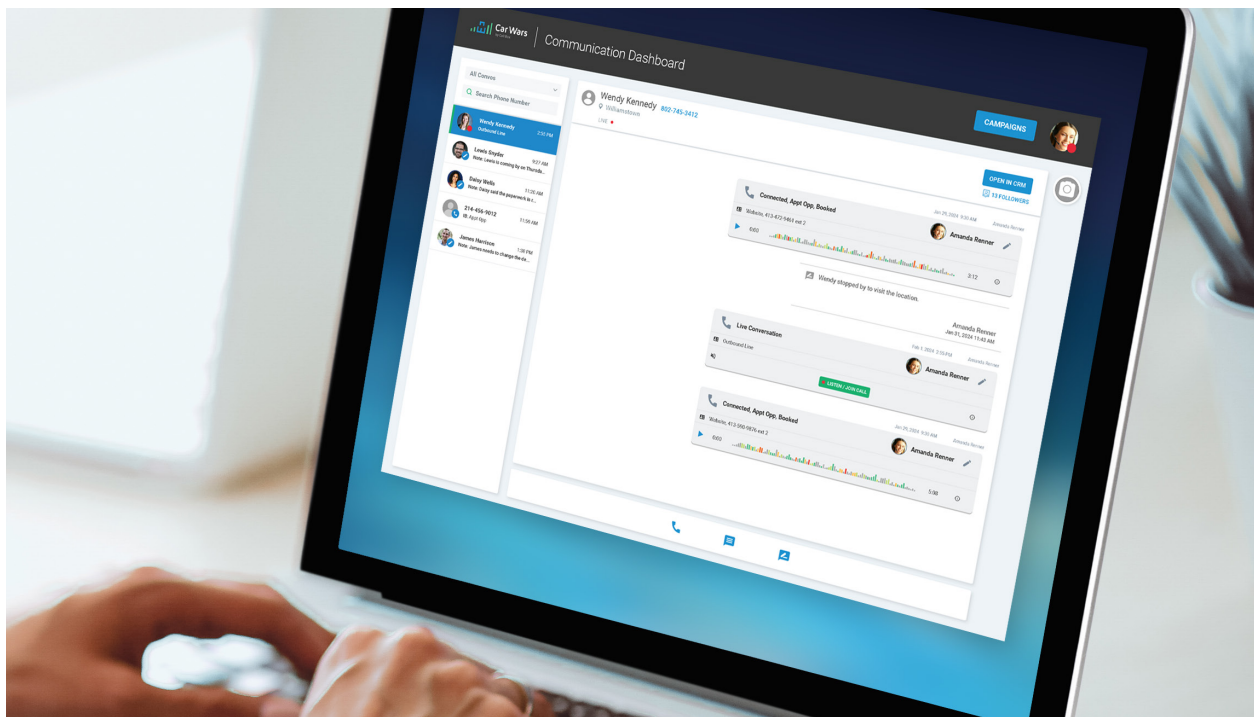
OWN THE PHONE

WITH THE COMMUNICATION DASHBOARD

The communication dashboard is the ultimate tool for expertly handling calls as they're happening and optimizing workflow with real-time performance analytics, information dips from CRM systems, caller history, text messaging, and live call coaching capabilities.

EVERY LIVE CALL PROVIDES:

- ✓ Relevant customer information
- ✓ Previous call thread with easy-to-read recaps
- ✓ Deep link into CRM
- ✓ Reminder to monitor facial expression and smile while speaking
- ✓ Ability to listen, join or coach on live agent calls

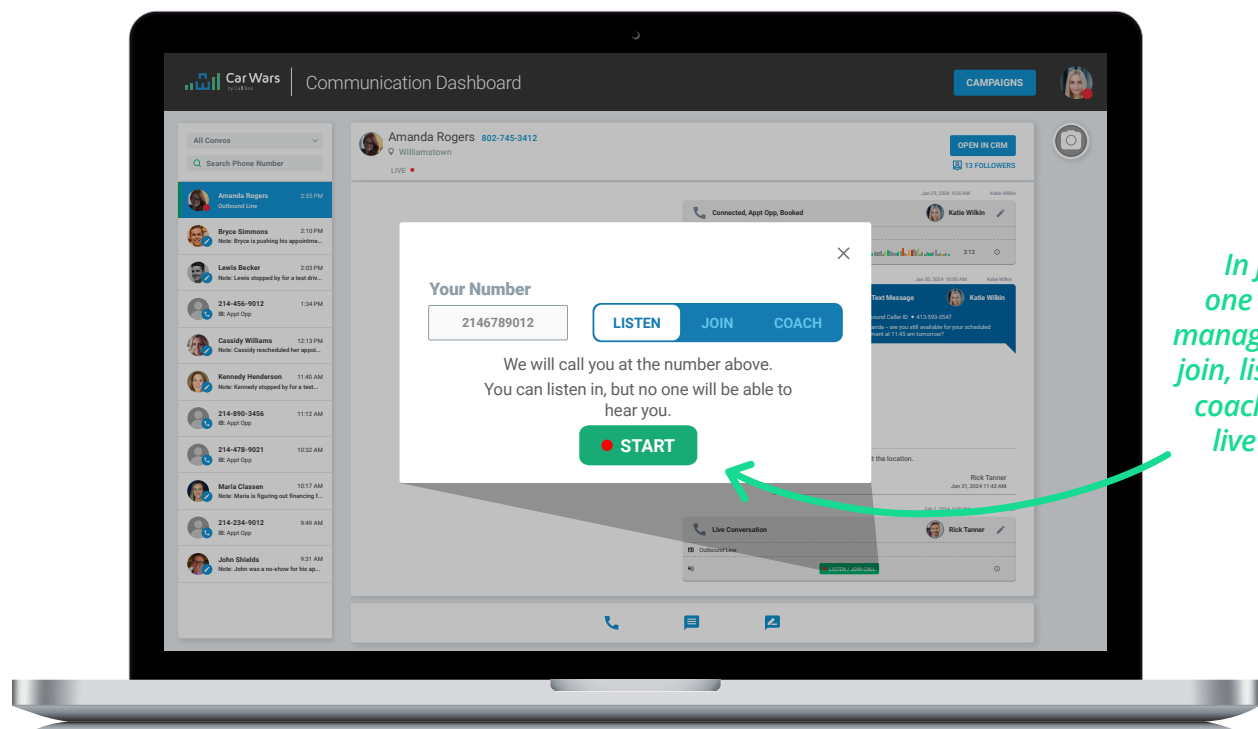


*"My team **LOVES** being able to see everything in real time. The dashboard has really increased our speed and customer communication."*

KYLE MOUNTSIER, Business Development Director, Nelson Mazda – Cool Springs and Murfreesboro

THERE'S A BETTER WAY TO OPERATE

The real-time dashboard with live call monitoring and the ability to listen, join, or coach on live calls enables managers to track agents' activities and execute customer conversations across multiple locations or teams.



IMPROVE ACCOUNTABILITY

Know exactly how agents are performing on calls by monitoring team's call activities in real time. With one click, listen undetected by the agent and caller on a **live phone conversation**.



SEAMLESSLY JOIN THE CONVERSATION

Assist or take over on a call when an agent requests your attention. **Call recaps, staff notes, vehicle status, and upcoming appointment details** allow you to quickly assess the situation and jump right in.

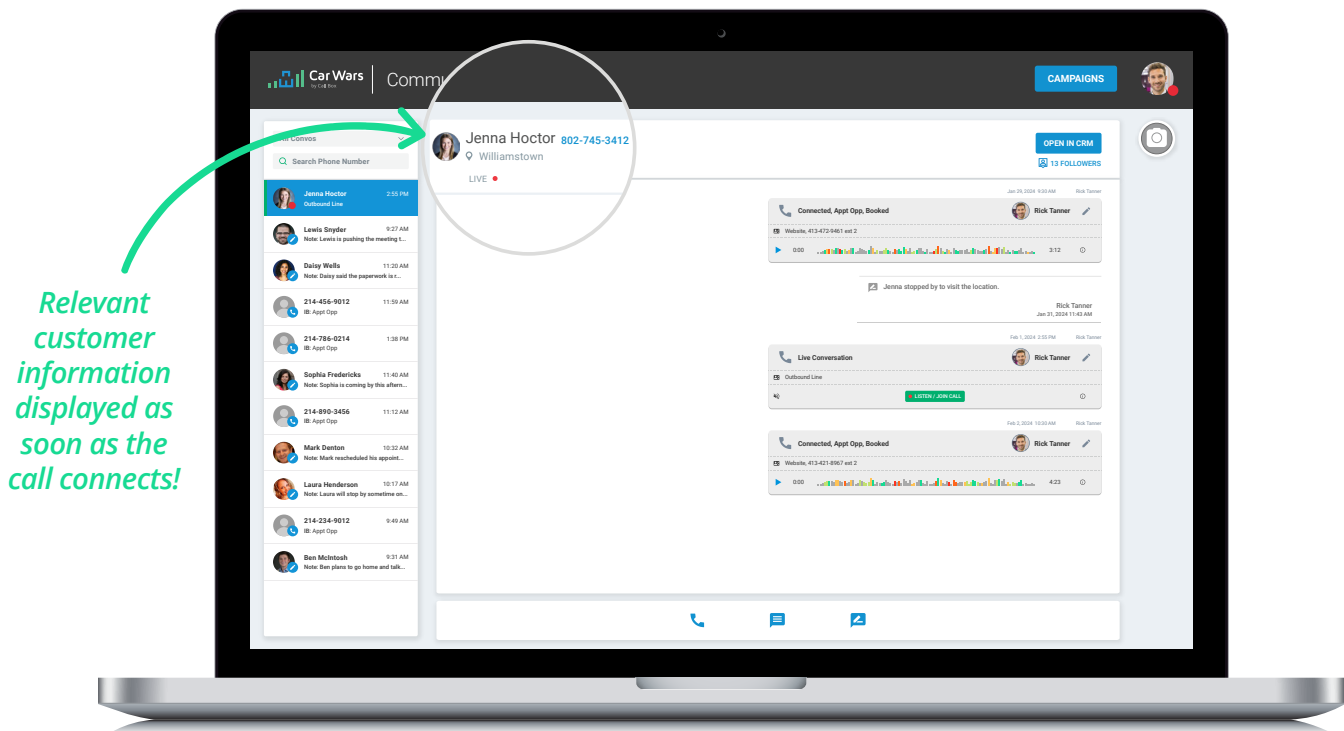


PROACTIVELY MANAGE CALL OUTCOMES

Coach and assist agents during live calls without disturbing the customer. Give feedback that is only audible to the agent to guide the conversation in the right direction and improve the caller experience.

SMART TOOLS FOR PHONE SUCCESS

Powerful tools empower your team to better handle calls as they happen and access customer conversations all in one place. As a call rings in – and during the active call – Sales and Service agents are equipped with all the information needed to expertly and quickly handle leads.



EXPERTLY EXECUTE ON EVERY CALL

See **relevant customer information** pulled from **Car Wars** or **CRM** as soon as the call is connected. The centralized interface presents agents with who previously handled the call, what was discussed, and the call source.



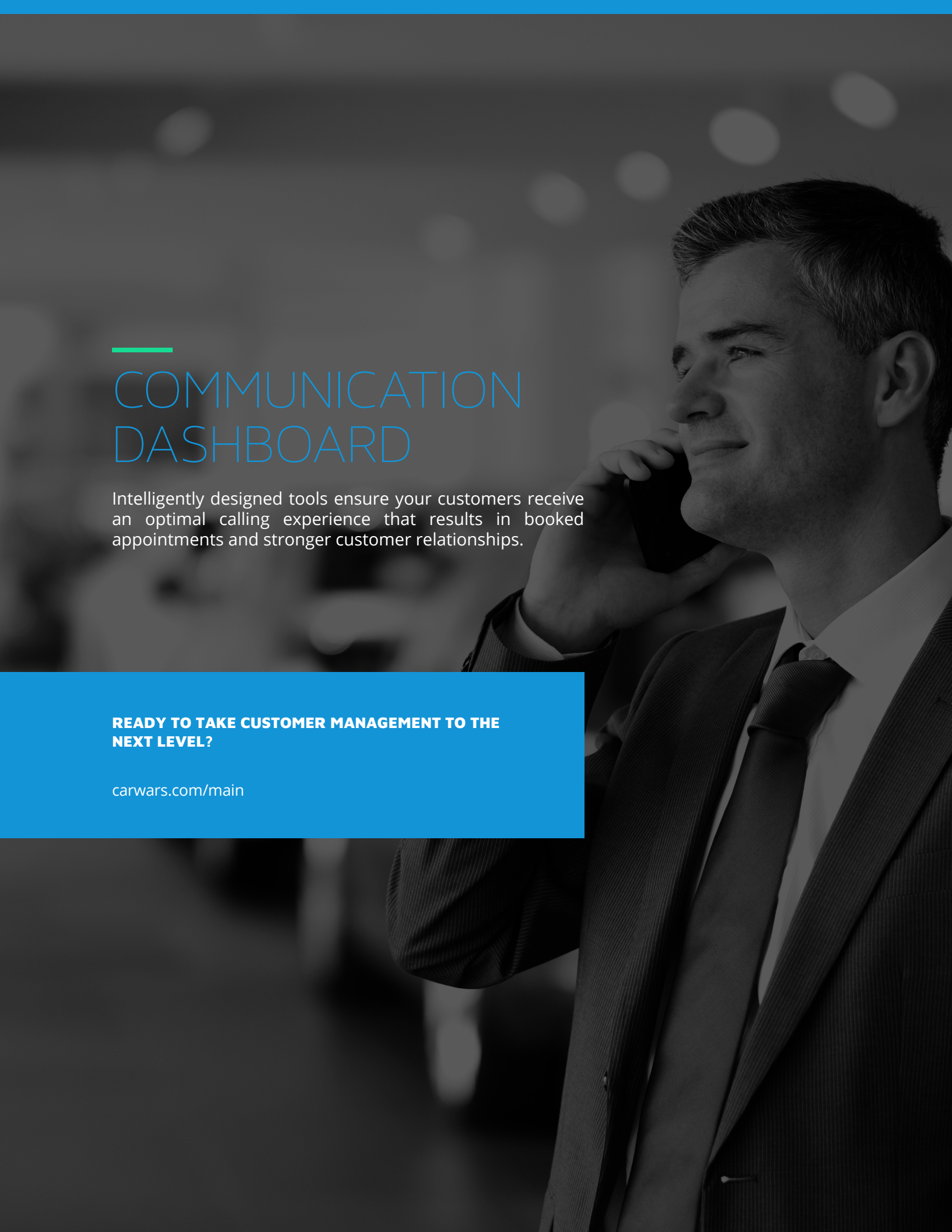
HELP CUSTOMERS QUICKER

Easily read a **conversation thread of previous calls, voicemail transcriptions, staff notes, and text messages**. Quickly follow up directly from the dashboard with a variety of response choices, including texting.



GIVE LIVE FEEDBACK WITH FACIAL MONITORING

Operate with the highest level of customer service with **automatic feedback** and **real-time facial monitoring**. Performance reporting creates the necessary feedback loop for continuous improvement.



COMMUNICATION DASHBOARD

Intelligently designed tools ensure your customers receive an optimal calling experience that results in booked appointments and stronger customer relationships.

**READY TO TAKE CUSTOMER MANAGEMENT TO THE
NEXT LEVEL?**

carwars.com/main