

MAXIMIZE YOUR



| DealerSocket



Car Wars
by Call Box

INTEGRATION

BEST PRACTICE GUIDE

KEY STEPS FOR SUCCESS

1

Manage the Phone Bucket

- Access the "Phone-Up" Bar from the "Sales Prospects" section on the main dashboard to track inbound calls.
- Calls labeled "Car Wars Caller" indicate leads we couldn't match to an existing customer record require details to be updated and follow-up.
- Filter by "Phone Bucket" under Opportunities and Tasks Widget to see all sales calls that came through from Car Wars.

2

Listen to Recorded Calls

- Navigate to an existing lead and scroll down to "History" to access recorded calls.
- Review call performance and identify missed opportunities for follow-up or lead nurturing.

3

Access Reports Daily

- Log in to the Car Wars platform under "Call Management" in DealerSocket to view detailed reports.
- Use DealerSocket Daily Checkout report to make sure agents made legitimate calls for all their call tasks for the day.
- Leverage the Phone-Up ROI Tracking feature to analyze the closing rate of different leads and channels.

4

Set Up Click to Call

- Configure Click to Call by assigning your staff their Car Wars third party share ID in DealerSocket under the "Outbound Phone ID" section.
- Ensure outbound calls are executed via click to call and logged directly into DealerSocket, improving tracking and reporting accuracy.

REPORTS TO EXPLORE DAILY

- **Pursue Box:**
Salvage missed opportunities
- **Dealership CRISP Report:**
Analyze overall phone performance
- **Staff Activity:**
Track agent performance and engagement

More Car Wars Resources to Improve Call Management and Phone Processes



Full DealerSocket Integration Guide



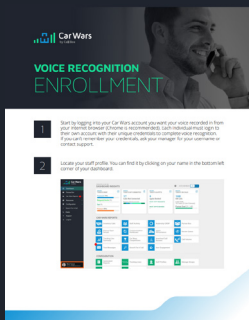
What is CRISP?



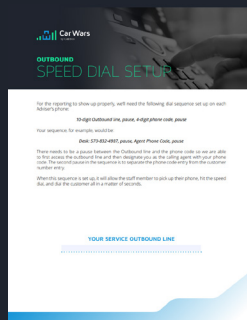
How to Warm Transfer



Voice Recognition Enrollment Guide



Outbound Speed Dial Setup



Call Connection Tips



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