MAXIMIZE YOUR DriveCentric × Car Wars by Call Box INTEGRATION

BEST PRACTICE GUIDE

KEY STEPS FOR SUCCESS

1 Manage the Call Log

- Access the Call Log by clicking the phone Icon in the top menu. If you don't see it, request your DriveCentric team to add it.
- Daily Best Practice: Managers should review the Call Log daily to ensure no calls are labeled "Add Customer" or "Add Deal." Unmatched leads can be quickly attached to existing clients or added as new leads.

2 Listen to Calls

- Scroll down to the Inbound Call section in the customer's profile and click the play button to listen to the call or click Call Summary for a written recap.
- Utilize the Call Log filters to review calls by Inbound, Outbound, or by date range.

3 Setup Click to Call

- Under User Management, ensure salespeople have their Car Wars Phone Code added in the Car Wars User Code section and confirm they have updated phone numbers.
- For dealerships with agent lines, enter the salesperson's Agent Line in the Car Wars Agent Number section.

4 Make a Click to Call

- Within a customer profile, select the from number (the phone line you will use to call), then click the CALL button to initiate the call and log it automatically in DriveCentric.

REPORTS TO EXPLORE DAILY

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

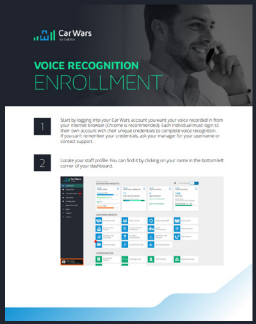
More Car Wars Resources to Improve
Call Management and Phone Processes

Full DriveCentric Integration Guide

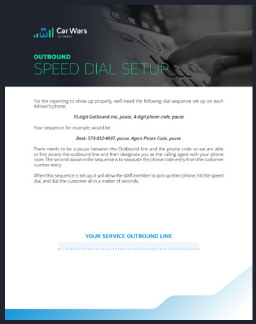
What is CRISP?

How to Warm Transfer

Voice Recognition Enrollment Guide



Outbound Speed Dial Setup



Call Connection Tips