

MAXIMIZE YOUR

VinSolutions
Make every connection count.



Car Wars
by Call Box

INTEGRATION

BEST PRACTICE GUIDE

KEY STEPS FOR SUCCESS

1

Access Inbound Calls

- Go to “Monitored In” on the dashboard to view all, matched, and unmatched calls.
- Unmatched calls mean we could not find a Customer Profile to match up with the number the call was from – this is an easy way to catch unlogged leads.
- Listen to the call recordings by clicking the speaker icon and review the call details in Car Wars.

2

Create Prospects from Calls

- Click “Match to Customer” from the call log to add new leads.
- Use the “Add Customer” button if the caller is not already in VinSolutions.

3

Access Reports

- Navigate to “Insights” > “Third Party Call Reports” > “Car Wars Call Reports” for daily performance metrics.
- Review key reports like “Staff Activity Report” and “Tracking Line Summary” to track team efficiency.

4

Outbound Calls with Click to Call

- Ensure each agent has their Car Wars phone code set under “Click to Call Settings”.
- Make outbound calls directly from prospect profiles and track all call data in VinSolutions.

5

Optimize Your Team’s Setup

- To view reports and use Click-to-Call, each user must have a phone code set up. You can do this by going to Settings > ILM/CRM Settings > Click to Call Settings > Select Car Wars.
- Assign each user a 4-digit Car Wars phone code to enable proper call logging.

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 VinSolutions Integration Guide



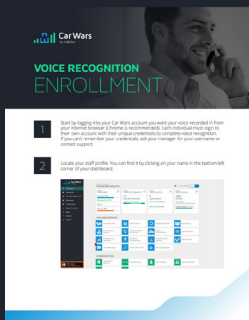
What is CRISP?



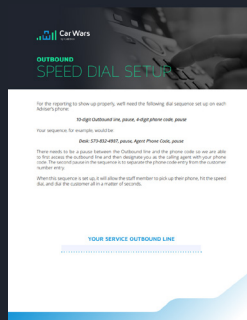
How to Warm Transfer



Voice Recognition Enrollment Guide



Outbound Speed Dial Setup



Call Connection Tips



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