

# OPPORTUNITY IS CALLING



BDC SOFTWARE & MANAGEMENT

We at Dealer Focus are fully prepared to represent your dealership when you are open or closed and treat your customers as our own. Every call received is a potential sale no one can afford to miss.

From simple backstop to full BDC representation we have the capacity to unburden your front line and ensure every customer is taken care of.

Our services are designed to get the appointment set - every customer has a need and each call a potential sale.

Our job is delivering both to your Dealership.

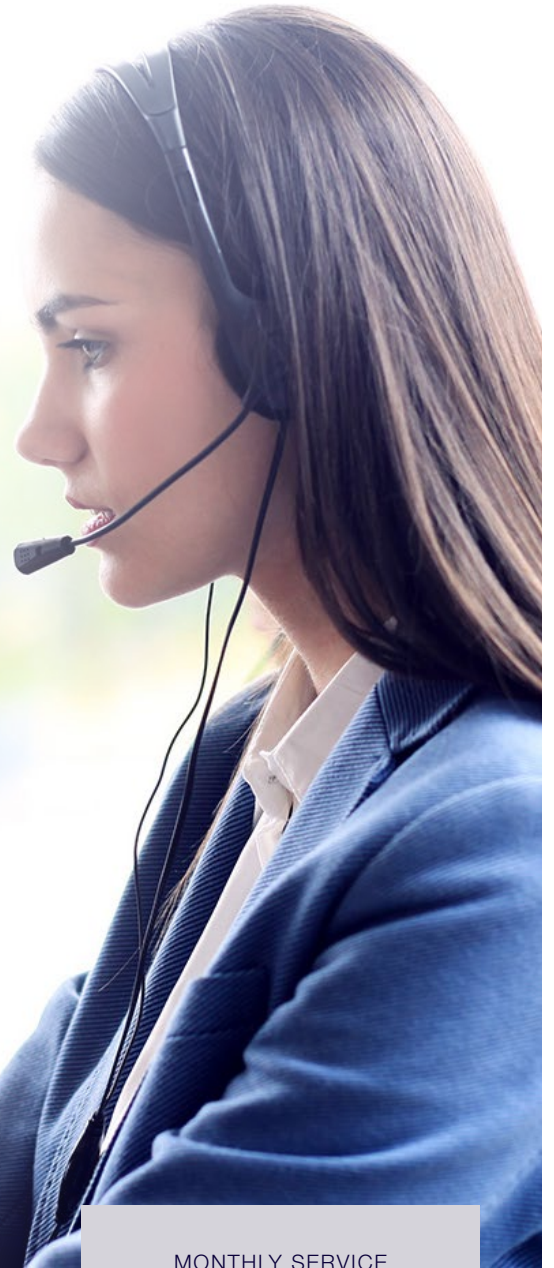


## COST-EFFECTIVE BACKSTOP SERVICE

Suffering from call spikes, customers unable to get through, unanswered after hours calls?

*Too many calls* is a good problem to have – not answering every call robs your income and dramatically lowers CSI. We are here to help man the phones and stock your lane.

**Don't let the call go unanswered.**



MONTHLY SERVICE COVERAGE STARTING AT

**\$399**

[CLICK HERE TO ENROLL](#)

CALL TODAY

845-494-8177  
DEALERFOCUS.COM

# DealerFocus™

INCREASING PROFITS, ONE CALL AT A TIME!



Dealer Focus provides an all-in-one management system suited for your contact center needs.

Our system delivers options: utilize your in-house team with our software, engage our call center professionals fully, or a hybrid solution that splits time between the two during and after business hours.

Dealer Focus has the agility to adapt to all the dealership's needs - but always operates as one unified team.

[CLICK HERE TO ENROLL](#)



## HI. HOW CAN WE HELP YOU?

### FEATURES:

- Set up auto-enroll campaigns based on DMS data (if ACOM w/ Dealer Vault enabled)
- Set up campaigns using uploaded lists
- Script management
- Disposition management
- User management
- Set up call queues
- Set up promotions
- Set up special instructions
- Set up dealer parameters
- Local and/or toll-free numbers

### REPORTING:

- Campaign Reports track outbound calls, dispositions, and surveys
- Specialist Efficiency Reports show breakdown of Specialist time, etc.

### MANAGEMENT FEATURES:

- Agent dashboard for managing calls and Specialists
- Call monitor dashboard
- Call listen and/or barge for Specialist training, etc.

### AGENT FEATURES:

- Log in to call queue
- Place outbound customer calls
- Take inbound customer calls
- Chat/messaging with other Specialists/Managers
- View current call status
- Schedule call back
- Complete call
- Set current agent status
- Send hot alert to email/employee

Call Dealer Focus today at 845-494-8177 to ensure your **EVERY CALL** is **ANSWERED!**



## FLEXIBILITY & SCALABILITY

Enables Dealer Focus to take any type of service call and scale to your needs immediately.

## IN-OFFICE & VIRTUAL TEAMS

With our cloud-based contact center platform, team members can fully access and effectively process business from anywhere with an internet connection. Contact Center Specialists can make and receive calls and the management team can access real-time reporting and monitor all calls with a computer and headset.

## BLENDED CALL DISTRIBUTION

Our software allows Contact Center Specialists to flex between inbound and outbound calling maximizing efficiency and production load.

## SPECIALIST SKILL-BASED QUEUE CUSTOMIZATION

Customizable queue management and individual skill level features allow for the optimum use of Call Center Specialist resources.

## CALL RECORDING & RETENTION

Record inbound and outbound calls to ensure quality and accuracy, as well as enable focused training of Specialists.

## SERVICING THE CUSTOMER

Contact Center Specialists better respond to customer needs with a detailed relationship history.

## INTERNAL QUALITY ASSURANCE, REPORTING & ANALYTICS

Recording and reporting options track how well Contact Center Specialists adhere to internal procedures, scripting, service components and time-management requirements.

## WORKFORCE MANAGEMENT

Catalogs historical data of call volume, service levels and other interactions to forecast the optimal number of Contact Center Specialists required for the business channel's daily need with consideration for team member breaks, training, meetings or unplanned absence, and campaign characteristics.

Additionally, multiple dashboards track all Specialist activity in real time, supporting continual training efforts.

## CONTACT CENTER RESOURCES

Pre-populated customer and dealer-specific information for every call locks focus on the customer and drives efficiency and accuracy.

## CAMPAIGN MANAGEMENT

Platform allows for integration of data or uploading of customer lists in order to support outbound campaigns (CSI, Retention, SOP initiatives). Script designer enables on-the-fly editing of policy and procedures for Contact Center Specialist resources.

## COMMUNICATION INTEGRATION

Escalation management process for customer inquiries are routed to the appropriate personal both at Dealer Focus and the dealership through internal email messaging.

## PERFORMANCE REPORTING

Specialist Performance Reporting provides valuable team member statistics. Various dealer campaign reports show overall performance of each channel of business daily, weekly, monthly.



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