



## After-Hours & Overflow Call Support

Automated phone support and voice mail has left consumers feeling abandoned. CallCapture from Recall Masters brings back affordable live-agent call support at a time when customer acquisition costs are climbing and loyalty fading. Can consumers rely on your dealership to answer their inquiries on vehicle sales, service and parts?

80% of callers pushed to voice mail will not leave a message. As a result, the average dealership misses 8 service appointment calls per day. Convert just 20% of those into an appointment and it amounts to more than \$325K in annual service revenue. CallCapture serves as your dealership's backstop - your dealership's insurance policy that NO opportunity is missed!

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### Product Details:

- Ensure all inbound service department calls get handled properly.
- Call detail available in real-time.
- All appointments are logged into your appointment scheduling system accompanied by direct email confirmation.
- Hours: Monday - Saturday 7 am to 10 pm EST, Sunday 8 am to 8 pm EST.

### Affordable Pricing & Simple Terms

- per-minute pricing with no contract commitment, your complete satisfaction guaranteed or first month is free.
- Service up and running in less than a week, upon submission and approval of agreement.

## Customers Crave Reliable Telephony & Reward Attentive Dealerships



**54%**

of car shoppers say they spent more with a dealer based on positive customer service (Limelight)

**61%**

of consumers prefer live phone calls over email and 57% over live chat (eConsultancy)



**67%**

of consumers have hung up out of frustration of not being able to talk to a real person (HelpScout)

**80%**

of callers sent to voicemail do not leave messages because they don't think they'll even be heard (Forbes Magazine)



**90%**

said they stopped doing business with a company after a poor customer service experience (RightNow Customer Experience Impact Report)



Jason Binder  
Corporate Ops Dir.  
Len Stoler Automotive

*"We've been extremely pleased with CallCapture and the call support and flexibility it offers our dealership. The call interactions and outcomes with our customers are exceptional - at a level we would normally only get from our own staff."*

