



CallCapture

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.