



## CallCapture & RecallCheck™

### After-Hours, Overflow & RecallCheck™ Call Support

The average dealership misses at least **8 calls per day** - which can easily add up to a loss of **\$40,000** per month or more in lost revenue. As such, after-hours and overflow coverage is a must - but not all service providers are created equal. Only Recall Masters - the undisputed leader in the automotive recall space - can immediately deliver you the additional revenue and additional vehicle sales that come from indentifying and scheduling recall repairs through RecallCheck™.

#### Welcome to CallCapture:

- We take either: All calls, overflow calls and/or after-hours calls.
- We book appointments directly into your dealership's scheduling platform (TimeHighway, Xtime, DealerFX, etc.).
- We confirm and update customer contact information.
- We do an instant RecallCheck™ for every caller - and book those appointments based on your business rules and parts availability.
- We provide detailed, online reporting so you can see (and hear) the results of the calls we handle.

#### Simple Pricing & Simple Terms

- **PER-SECOND-PRICING** with no contract commitment. Your complete satisfaction guaranteed or first month is free.
- Your service will be 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.*

