

CallCapture & RecallCheck™

All Calls, After-Hours Calls or Overflow Calls, Including 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, picking up every call during business hours, after-hours and overflow coverage is a must - but not all service providers are created equal. Call support solutions from Recall Masters are staffed by US-based live agents, delivering you the additional service revenue and additional vehicle sales that come from being attentive to consumers. We'll even identify and schedule recall repairs through RecallCheck™. Contact Recall Masters for customized pricing for call support, no matter if your needs are large or small.

- We take either: All calls, overflow calls and/or after-hours calls.
- We book appointments directly into your store'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 service will be up and running in less than a week, upon submission and approval of agreement.

Customers Crave Reliable Telephony & Reward Attentive Dealerships

61%
of consumers prefer live phone calls over email and 57% over live chat (eConsultancy)

54%
of car shoppers say they spent more with a dealer based on positive customer service (Limelight)

80%
of callers sent to voicemail do not leave messages because they don't think they'll even be heard (Forbes Magazine)

67%
of consumers have hung up out of frustration of not being able to talk to a real person (HelpScout)

90%
said they stopped doing business with a company after a poor customer service experience (RightNow Customer Experience Impact Report)

"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."

Jason Binder
Corporate Ops Dir.
Len Stoler Automotive