

## CallCapture & RecallCheck™

### Never Miss a Call: After-Hours & Overflow Call Support

The average dealership misses at least 8 service opportunity calls per day - which can easily add up to **\$48,000** or more in lost revenue each month. And, if an enhanced customer experience is on your list of objectives, 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™. Talk to your Recall Masters representative about adding this important feature.

- We can handle 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 provide detailed, online reporting so you can see (and hear) the results of the calls we handle.
- **Optional RecallCheck™** : We can also check a vehicle's recall status for every call - and book those appointments based on your business rules and parts availability.

#### Simple Pricing & Simple Terms

- Per-Second Pricing with no contract commitment. Your complete satisfaction guaranteed.
- Dealerships can be up and running in less than 72 hours. Stop missing your service opportunities, allow Recall Masters to be your PEACE OF MIND!

### 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)

*Opportunity doesn't always knock!*

