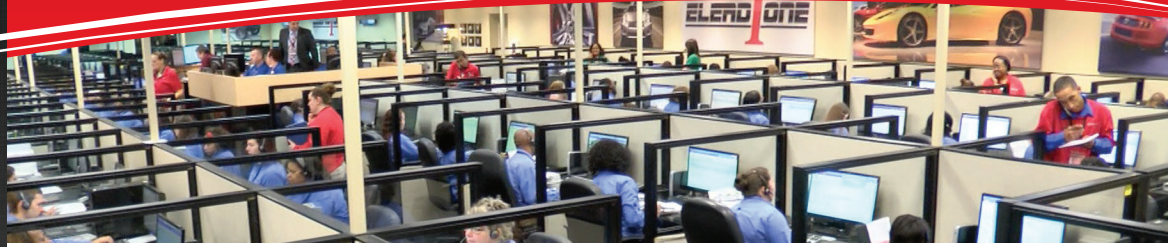


CONTACT CENTER



As automotive shopping habits are evolving, today's dealers must find a smarter way to connect and interact in a way that over 80 percent of consumers prefer—on the phone. The ELEAD1ONE Contact Center tailors strategic communication plans to every facet of improving customer experience – inbound call handling, outbound follow up, and outbound business development. From shopping and lead generation to purchasing and retention, we've got you covered!

Inbound BDC

Virtual receptionist & backstop
Appointment management
Customer care & informational
Managed live chat

Outbound BDC / BFC

Appointment setting & reminders
Customer follow-up & CSI
Lead generation & customer recovery
Defector prevention & customer retention
Interactive voice response (IVR)

“

The ELEAD1ONE Contact Center has gotten us anywhere from 12 to 18 incremental deals a month that we may have otherwise lost or let slip through the cracks. ”

-Henry Finley

GM, Red McCombs Ford West

Improve Call Quality and Cost Control

- Flexible, scalable, and affordable outsourced BDC facility with the highest standards of compliance and professionalism
- Over 1,200 live agents continuously trained, monitored, and coached on proper inbound and outbound scripts and call handling techniques
- Integrates with any CRM system

Insight-driven Interaction and Performance Metrics

- Provides valuable customer feedback and updated contact information
- Real-time alert notifications by text, email or CRM pop-up provide access to live call details and ability to create follow-up tasks
- Live chat customer interaction mirrors the experience of speaking with a salesperson in-person converting virtual visits into real appointments

With consumers increasingly opting to communicate by phone, the ELEAD1ONE Contact Center gives dealers the bandwidth to deliver a VIP experience every time!

888.431.7011

www.elead-crm.com

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CONTACT CENTER

Inbound Marketing

Average Time To Answer



52

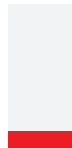
Seconds
Before ELEAD1ONE



14

Seconds
With ELEAD1ONE

Call -To-Appointment Ratio



8%

Before
ELEAD1ONE



30%

With
ELEAD1ONE

With ELEAD1ONE

97%

Information
Gathering

68-70%

Service Call-to-
Appointment

26%

Average RO
Increase

Outbound Follow-Up Marketing



17.6M

Records Processed
In 2016



52.3M

Total
Dials



3.68

Average Tries
to Connect



77.6%

Completed
Surveys

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ELEAD1ONE

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