

OWN THE PHONE

AT YOUR CALL CENTER

Car Wars reporting makes it easy for you to identify gaps in phone processes and performance throughout your call center.

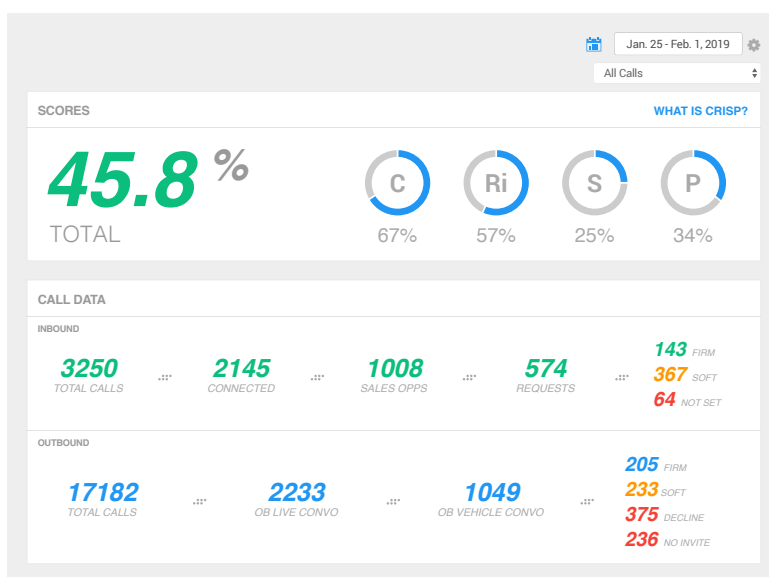


GAIN INSIGHT

CRISP reporting pinpoints how both inbound and outbound calls are being handled across the call center. To get more granular, view results broken down by call center group, dealership, or brand.

Agents can also make click to calls for multiple dealerships while Car Wars displays the correct local number to customers!

Adjust staffing, schedules, and call routing accordingly with data-driven insight.



Call Handling Export


INBOUND CALL HANDLING

Multi-Ring	Totals Calls	Hit Fallback	Transferred	Appts Booked (Total Fallback)	Avg Call Duration
ABC Chevrolet - El Paso - Multiring	172	31	74	103 22	5:32
ABC Chevrolet - Fort Worth - Multiring	151	24	67	80 11	6:19
ABC Ford - Austin - Multiring	147	55	42	72 34	5:11
ABC Ford - Dallas - Multiring	131	14	67	50 10	5:23
ABC Ford - Houston - Multiring	129	33	46	93 23	4:35
ABC Honda - Dallas - Multiring	126	19	47	78 12	5:08
ABC Honda - Houston - Multiring	125	45	20	66 21	5:42
ABC Nissan - Austin - Multiring	122	46	26	55 25	5:14
ABC Nissan - Plano - Multiring	111	12	59	64 7	6:14
ABC Nissan - Waco - Multiring	110	24	36	68 10	4:42



ENHANCE ACCOUNTABILITY

With reporting designed for broadcast viewing, stream live performance feedback on screens throughout the call center, showcasing each agent's phone stats and reminding phone handlers to achieve their best on every call.



Car Wars Edge Today (2/1) ⚙️

Call Center Activity - Today (2/1)

Agent	Total Outbound	Live Convo	Vehicle Appt Convo	Appts Booked	Avg. Talk Time	Sales Opps Claimed	Appt Requests	Appts Booked
TOTALS	1341	221 (43%)	0 (51%)	(36%)	1:04	80	50 (63%)	28 (56%)
Ben Mitchell	68	29	15	5	0:59	23	14	8
Adam Klein	59	18	9	3	1:12	14	9	5
Chad Williams	51	22	11	4	0:48	19	12	7
Tim Browning	47	20	10	4	1:17	24	15	8

Get a breakdown of productivity and performance by each staff member.

OUTBOUND AND INBOUND STAFF ACTIVITY ⓘ

OUTBOUND

Agent

Total Outbound

Unique Outbound

Live Convo

Vehicle Appt Convo

Appt Set

Avg. Talk Time

Sales Opps Claimed

Appt Requests

Appts Booked (Firm | Soft)

David Allen 873 499 116 12 4 1:09 2 2 0 | 1

Wendy Miller 843 434 76 11 9 1:09 10 8 3 | 4

Adam Klein 685 331 73 9 4 1:05 1 1 1 | 0

Mike Cannon 644 429 76 7 1 1:21 5 4 2 | 1

Amy Graham 611 370 95 6 2 1:00 8 4 1 | 2

Ben Mitchell 311 120 46 11 4 1:04 1 1 0 | 1

Chad Williams 226 87 22 3 2 0:53 13 5 1 | 3

Bryce Kent 174 107 42 3 0 1:00 2 2 0 | 2

Nicole Lewis 149 109 38 9 2 1:14 4 2 1 | 1

Tim Browning 143 71 26 5 4 0:49 11 6 1 | 4

Chris Deckers 137 98 26 2 1 0:52 5 3 2 | 0

Cody Clifton 104 72 16 1 0 1:28 1 1 0 | 1

All Groups

ABC Chevrolet – El Paso

ABC Chevrolet – Fort Worth

TO LEARN MORE,
visit carwars.com or call 833-438-5445