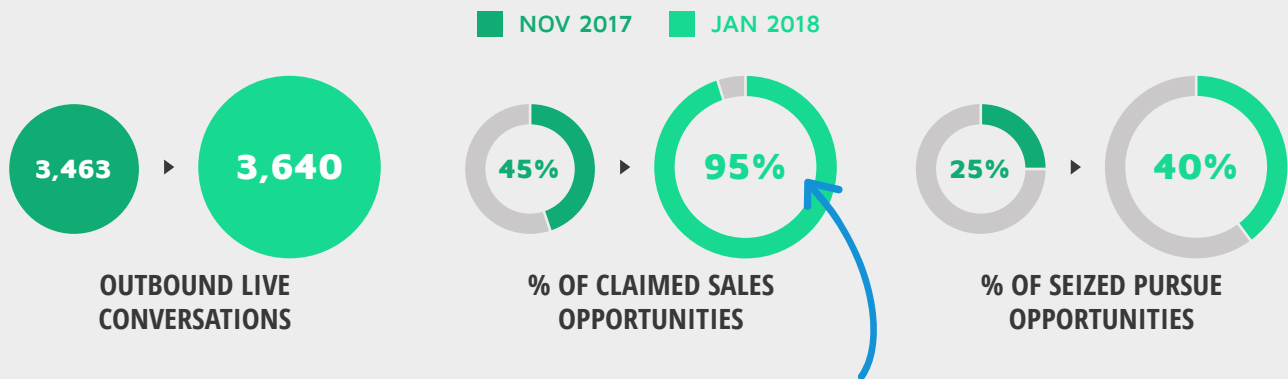


ONE DEALERSHIP'S IMPROVEMENT

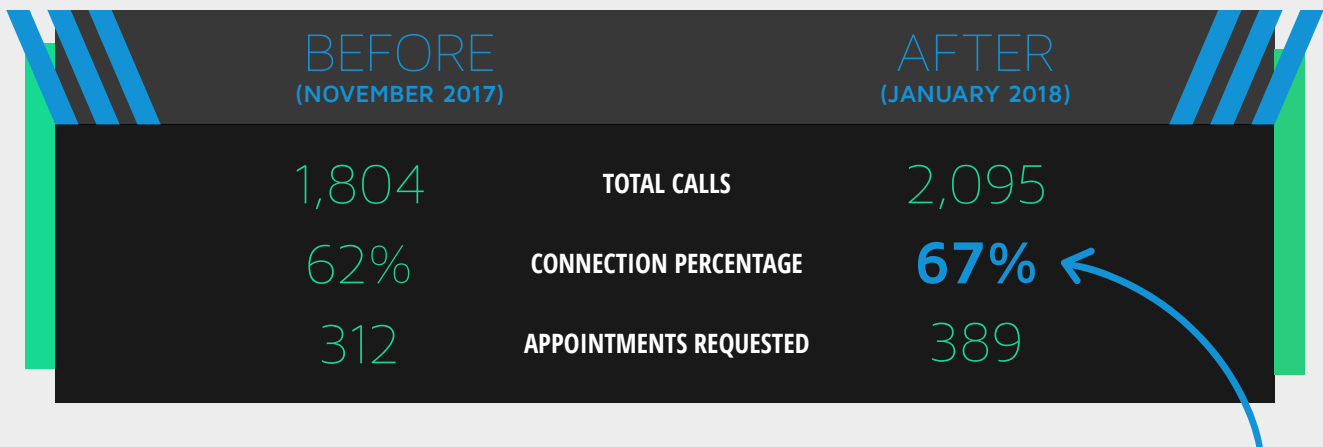
The following is a breakdown of a Car Wars user's performance on calls hitting the sales extension from November 2017 to January 2018.*

STAFF PERFORMANCE



*Agents took greater ownership and accountability of phone leads with Cari claiming leads for them. As a result, they followed up on more missed sales opportunities and got smarter on outbound efforts – landing **177** more live conversations while making **300** fewer calls!*

INBOUND STATS



*Typically a rise in call volume leads to even more missed calls. Even with more calls coming in, Cari got callers to the right person faster, resulting in a **5%** increase in connections.*

*Cari was turned on at the end of November 2017.