

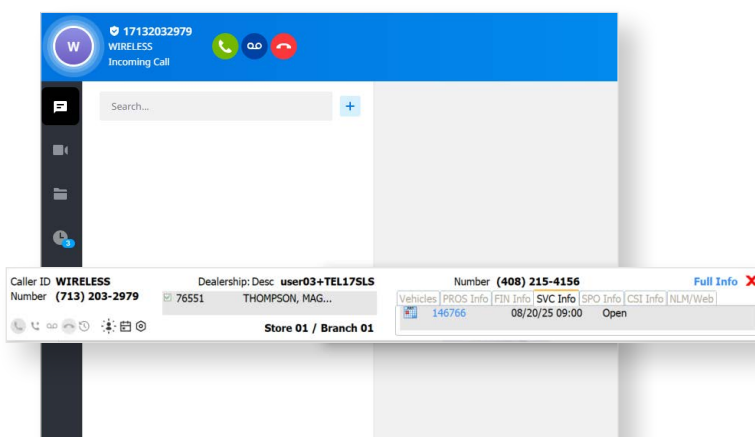
Our Unified Communications (UC) + Reynolds & Reynolds Dealer Management System

Seamlessly Integrated Communications for Car Dealerships

Both your dealership team and customers expect streamlined communication that enhances efficiency, improves response times, and ensures a personalized experience. Our UC integrates seamlessly with Reynolds & Reynolds ERA-IGNITE Dealer Management System (DMS), providing an advanced communication solution tailored for automotive dealerships. This integration simplifies workflows, personalizes customer interactions, and ensures dealerships never miss an opportunity to engage with customers effectively.

ENHANCED CUSTOMER ENGAGEMENT AND CALL MANAGEMENT WITH PHONE ALERT

When an incoming call is received, Phone Alert instantly retrieves customer details from the DMS and displays them on the user's screen in a pop-up window. This real-time customer insight allows sales and service teams to offer a personalized experience, reducing call handling time while improving customer satisfaction. Quickly access vehicle history, service records, and past interactions, ensuring every conversation is informed and productive.



ADVANCED FEATURES FOR DEALERSHIP OPERATIONS



Enhanced Call Management

Streamline call handling with advanced routing and real-time call insights.



Smart Call Routing

Quickly direct calls to the right team member for faster service and reduced wait times.



Business SMS Messaging

Connect with customers on their preferred communication channel.



Mobile and Desktop Apps

Keep your team connected on the go or at their desk.

KEY BENEFITS OF USING OUR UC WITH REYNOLDS & REYNOLDS ERA-IGNITE INTEGRATION:

Stronger Customer Relationships

- Instantly view customer history, vehicles, and past interactions for personalized conversations.
- Quickly access service history and vehicle details to provide better recommendations.

Streamlined Sales & Service

- Schedule appointments and update records directly from the customer screen.
- Easily add prospects, manage orders, and schedule service in one system.

Enhanced Call Management

- Phone Alert displays customer data for more informed interactions.
- Route calls to the right department, reducing wait times and missed calls.

Proactive Customer Engagement

- Retrieve and act on customer data quickly to improve service responsiveness.
- Send automated updates on appointments, service status, and promotions.

THE ULTIMATE COMMUNICATION SOLUTION FOR DEALERSHIP SUCCESS

Our UC and Reynolds & Reynolds deliver a purpose-built communication solution designed for the automotive industry. By integrating our UC seamlessly with your ERA-IGNITE DMS, dealerships get access to enterprise-grade communications and customer communication tools designed to improve employee productivity and create great customer experiences. Upgrade your dealership's communication system today!

QUESTIONS? CONTACT US TODAY!