

## Fully Managed Communications Solution especially customized for the Automotive Industry

Enhance customer loyalty by having a caller's key contact details "at-the-ready", integrated with Dealer Management Systems including eLead, Tekion and DealerSocket.



Connect callers quickly to the right person, without long hold times, with call flows you can easily configure and continually adapt to fit your business

Protect your business reputation by directly identifying and effectively resolving any customer-related issues in real-time with AI-based Sentiment Analysis

Increase sales and customer experience with AI that automatically scores staff phone engagement - customized to your dealership's own rules

Improve the customer experience by monitoring team performance with a Visual Performance Dashboard displaying intelligent call handling metrics

*"Unified Office delivers reliable, innovative voice communications integrated with our dealer management system and backed by exceptional support. They're responsive, attentive, and vital to our sales and service success. I highly recommend Unified Office to any auto dealership and ownership group."*

Carly Christensen, Corporate Controller  
Rana Management Auto Group, Florham Park NJ

**Reconnect with your customer!**

**To learn more or schedule a demo call 1-877-589-3700 today!**



# Speed is the new currency of business, and at Unified Office, we ensure you're always in the fast lane

## Total Connect Now<sup>SM</sup>

Never miss a call or revenue opportunity with our highly reliable, patented communication platform

## DMS Integration

Enhance customer loyalty by having a caller's key contact details "at-the-ready" when your sales and service staff pick up the phone

## Call Flow Builder

Connect callers quickly to the right person, without queues and Music-on-Hold, with call flows you can easily configure and adapt to fit your business

## Visual Performance Suite<sup>TM</sup>

Optimize team performance to improve the caller experience, by showing active calls, time-to-answer, hold times, and other KPIs, with the Visual Performance Suite

## Call Classifier

Identify missed sales opportunities and route follow-ups - powered by AI that automatically categorizes inbound calls to help dealership teams respond faster and convert more customers

## Staff Engagement Scoring

Meet customer expectations and sales goals with AI that automatically scores staff phone engagement - customized to your dealership's own rules of engagement

## Sentiment Analysis

Improve service and protect your brand by identifying and proactively responding to potential customer service issues in real time

## Track Promotions

Automatically analyze call transcripts to detect promotion usage and measure campaign success - helping you optimize marketing efforts and drive more customer traffic

## Spoken Word Analytics

Gain valuable business insights about customer behaviors, in the context of spoken words (voice communications), using AI to scan all recorded calls to identify issues, interests, and uncover market trends

## Whisper Coaching

Build stronger customer relationships by enhancing sales staff effectiveness with AI-based Whisper Coaching suggestions, delivered in real-time

## Privacy Protection

Protect your customers and your business reputation by preventing sensitive data such as credit card information from being recorded

## Fully Managed

Focus on your business, knowing that you'll enjoy our unsurpassed 24/7 managed support as well as our continuous innovation!