**Auto Industry**

**Front Page, Outside Right:**

Logo

Graphic

**Inside Left:**

**Total Track and Total Track Lite**

**Total Track** – Heading

Total Track is an on premise network device designed to capture and record all inbound and outbound telephone calls by interfacing along the connection between the phone system and the telephony provider. Whether your phone system is Analog, Digital, IP or Hosted, Total Track is compatible.

Total Track uploads recordings and call information to InterActiveTel’s secure storage device. Data can be published to CRM’s DMS, and other software systems to be attached to the customer and/or employee who were a part of the call.

Features Include:

* **Recording on All Lines**

100 % of all calls including main number, all extensions, all departments and toll free numbers.

* **Web Based Control Panel**

Monitor the Rich Reporting Capabilities from anywhere; edit settings and review and grade calls.

* **Campaign Management**

Easily maintain Advertising Campaigns and know which ones work!

* **Online and Offline Lead Tracking**

Gauge online and offline marketing performance with local and toll free numbers.

* **CRM Integration**
* **100% Accountability of all calls.**

**Total Track Lite** - Heading

Total Track Lite features all the functionality of Total Track without call recording. All compatibility, hardware specifications and reporting still apply.

**Inside Middle:**

**Call Critic** - Heading

InterActiveTel gives dealers a second chance to make a first impression. Call Critic sends alerts to dealers when a call is not properly handled within seconds, allowing a manager or designated person to save a potential missed opportunity. This technology empowers dealers to save opportunities they would have otherwise lost or did not know about.

Features Included:

* **Missed Opportunity Detection**

Receive alerts for mishandled phone leads within seconds. Get a second chance to make a quality first impression.

* **Automatic Call Tagging**

Calls are automatically tagged with relevant keywords, allowing for quick searching and identification of calls with similar themes.

* **Custom Keywords**

Dealers have the option to add their own keywords or phrases to be listened for during the call. For example, “I want to speak to a manager” or “Your Price is too high”.

* **Automatic Call Categorization**

Calls are automatically associated with the right department, making it easy to focus on the department based initiatives.

* **Call Analytics**

Sales calls are evaluated and scored, giving insight into the experience of the sales agent.

**Inside Right:**

**Mobile Platform** - Heading

Salespeople are often using their personal cell phones to make business calls. These calls and conversations are often not found in any CRM system and don’t contribute to the 360 degree view of a customer. InterActiveTel provides hardware and software solutions to bring mobile calls into the fold. InterActiveTel also gives dealers the ability to monitor and capture phone calls and text messages from cell phones. These apps can be installed on any dealer provided phones or employee provided phones and operate independently of personal phone calls and text messages by using a phone number assigned to that phone for business use.

Features Include:

* App and local phone number provided to allow for a business line on a cell phone
* All phone calls are recorded and can be listened to on the phone, desktop, or CRM
* All calls and text messages can be pushed into the CRM
* All calls, messages, and contacts CANNOT be deleted by the user
* InterActiveTel can wipe the app cleaned remotely if needed

**Outside left:**

Graphic

Catch Phrase: Grow your Dealership, not your budget.

**Back Page, Outside Middle:**

Graphic

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