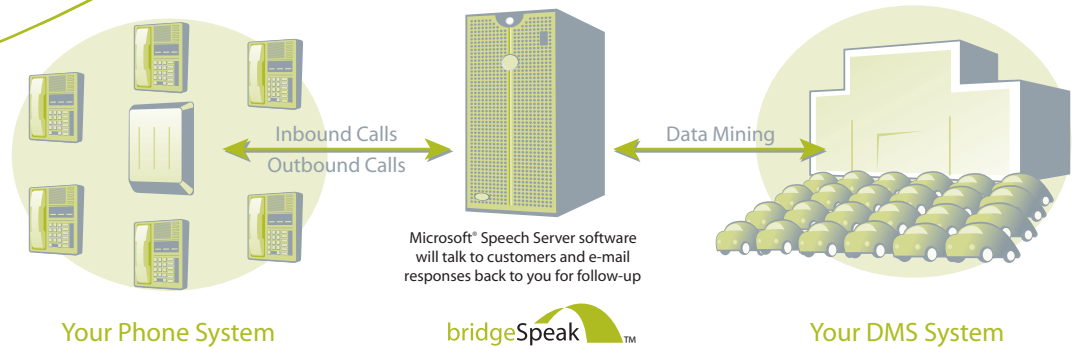




bridgeSpeak® AR

All Automatic...

Speech Interactive Voice Response
Communication System for Auto Dealerships



Inbound Calls

Automate the Ordinary

Auto Attendant helps you:

- Improve customer service
- Reduce customer aggravation with hold time and misdirected calls
- Increase employee utilization
- Eliminate the annoyance of in-dealership paging

Auto Attendant does this by:

- Handling multiple calls simultaneously
- Routing routine calls to:
 - Specific individual
 - Department
 - Group of extensions
 - Round-robin rotation
 - Operator
- Utilizing Microsoft Speech technology

Outbound Calls

Personalize the Extraordinary

Outbound follow-up and customer mining for strategic targeted notifications and campaigns, such as:

Sales

- "Not Sold" sales follow-up calls
- "Sold" sales gratification calls
- "Lease Customer Coming In" calls

Service/Parts

- First service visit call
- "Not Been In" service call
- Service appointment reminders
- Missed appointment notifications
- "Car is Ready" notifications
- Special order parts notifications

Ownership/Loyalty

- Recall notifications
- Happy Birthday calls
- New vehicle launch notifications

Satisfaction

- Customer satisfaction surveys

And More



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Web-based reports are available for all inbound and outbound calls, including details on revenue generated by outbound calls.