



Wave Appointment Reminder

Make your Service Department more profitable!



Considering the Service Department accounts for about 14% of an average car dealer's revenue, building solid customer relationships after the sale is essential to higher profit margins – which are much greater on service work. The Vertical Wave IP™ Communications Platform helps you increase those margins and make your Service Department more profitable with customizable, automated Interactive Voice Response (IVR) applications that save you time and make you money.

Customized Customer Relationship Tools

Included in the exclusive Vertical Wave IP™ Auto Dealer Communications Suite, the outbound Wave Appointment Reminder and survey applications help maintain solid customer relationships after the sale. Save hours of labor a week on manual calls by completing them in just minutes with customized post-sales survey scripts and service reminders. Generate easy to use reports to maintain and track call results and valuable customer data.

Campaign2: Reservation Reminder
Campaign Summary Report

Summary of Call Results:

- 4 Parties Called
- 4 Completed Calls
- 0 Unsuccessful Calls
- 1 Cancellations
- 1 Reschedules

Numbers may be greater than total surveyed if number of retries > 0

Phone Number	First Name	Last Name	Date	Time	Reminder Result	Call Result	Attempts
4345551201	Dessie	Stitt	11/28/2012	2:30 pm	Not	Success	Complete
4345551202	John	Harris	11/28/2012	10:00 AM	Rescheduled	Transferred	Transfer
4345551303	Sue	Smith	11/28/2012	4:20 pm	two	Success	Complete
5551301	Joe	Walker	11/28/2012	9am	Cancel	Success	Complete

Input File: C:\Program Files\CMS\VoiceServer\Applications\CS\Wave\Reminder\Data\appointments_dne2.csv

Powered By Vertical

Keep your service bays full with the Wave IP's outbound Appointment Reminder application to automatically confirm appointments and reschedule no-shows.



Rev Up Your Revenue

Make your Service Department more profitable and save time with the Wave IP's outbound Appointment Reminder application:

- Automated IVR call application frees up staff from making manual service reminder calls, and/or eliminates the cost of an outside calling service.
- Customize calls by scheduling them for the best time to reach individual customers.
- System automatically re-calls customers if confirmation not received.
- Reduce service no-shows by enabling customers to automatically confirm or reschedule appointments in a single phone call.
- Easy-to-use reports show confirmations and cancellations.

**For more information on Automotive Solutions
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or visit www.vertical.com.**

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