



Call Centre Services

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## CALL CENTRE SERVICE

Leads are the lifeline of your business therefore ensuring your leads are being handled correctly is vital. At our call center we can access your calls and evaluate the service given to customers by your salesman. With the unique set of questions asked you are able to establish your clients needs, improve customer service & ultimately increase sales.





## Salesman First Contact - Per Call Evaluation

Using the Lead2Call system we rate a maximum of 3 calls per salesman. Calls are evaluated according to a specific set of questions set out; each question has a specific percentage adding up to your final score which we use to create a Salesman Enquiry Report.

### Salesman Evaluation Questions

### Weighting

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|--|-----|
| 1. Did the Salesman confirm contact details? Name & Surname, contact numbers & Email?  | 10% |
| 2. Why is the client buying the vehicle? What is the vehicle being used for?   | 20% |
| 3. Client's spending capacity - Finance / Cash? If Finance, how much is the client's monthly budget?   | 10% |
| 4. Did the Salesman ask if there is a trade-in?  | 10% |
| 5. If applicable, is there a settlement on the trade-in?   | 5%  |
| 6. Did the Salesman make an appointment? Secure time when the client will visit or when they can go see the client? If the client is too far away, did the Salesman offer to send the client more information about the vehicle? | 25% |
| 7. If an appointment couldn't be made ( vehicle sold / client not interested in the deal ) was an alternative vehicle offered?   | 20% |



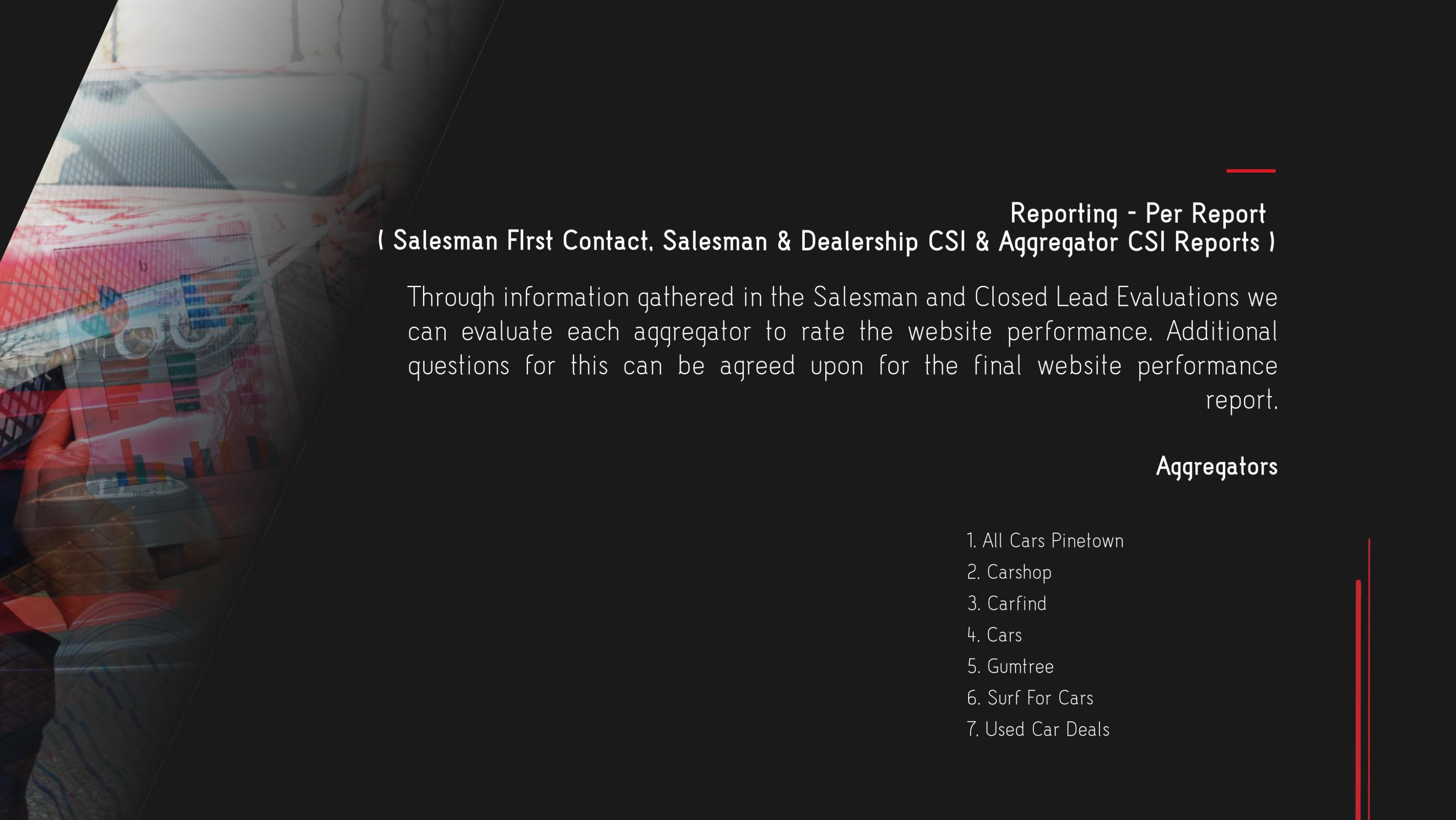
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## Salesman & Dealership CSI - Per Call Evaluation

Using closed lead information we follow up with clients to evaluate overall experience & whether or not that are still in the market to buy a car. A series of follow on questions based on clients answers Yes / No are asked to extrapolate further information for the Closed Lead Report.

### Closed Lead Evaluation Question

1. How would you rate the service received from the dealership?
  2. Were you able to purchase a vehicle from All Cars?
  3. If they have not purchased from All Cars, Did you purchase elsewhere or did you put purchasing on hold?
  4. Are you still in the market to purchase a vehicle?
  5. If they have purchased elsewhere, What made you purchase from that Dealership and not All Cars?
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## Reporting - Per Report ( Salesman First Contact, Salesman & Dealership CSI & Aggregator CSI Reports )

Through information gathered in the Salesman and Closed Lead Evaluations we can evaluate each aggregator to rate the website performance. Additional questions for this can be agreed upon for the final website performance report.

### Aggregators

1. All Cars Pinetown
  2. Carshop
  3. Carfind
  4. Cars
  5. Gumtree
  6. Surf For Cars
  7. Used Car Deals
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## Costings

Please see official quote for approval based on costings

Product	Details	Cost Each	Totals
Salesman Evaluation Questions	7 Salesman x 3 evaluations each	R55 per call evaluated	R 1, 155
Closed Lead Evaluation	7 Salesman x 3 evaluations each	R55 per call made	R 1, 155
Reports	x 3 Salesman, closed leads & website	R250 each	R 750
			<hr/> <b>R 3, 060</b>



Thank You!

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