



eMerge For Auto Dealerships

Auto dealerships are a mix of operations that include new and used car sales along with a variety of service functions. As dealerships sell a wider number of makes and work through a growing number of locations, operations will only become more complex to manage.

Dealerships need a rich and flexible service set to support increasingly complex operations. eMerge provides an enhanced package of communications for dealerships that includes attendant tools, unified messaging, automated attendant capabilities, and mobility services.

Dealership Communications Challenges

Managing incoming call traffic is critical for dealerships. Rapid and accurate call processing is the first step towards building a new sales or service relationship. eMerge tools effectively support features such as automatic overflow to an IVR. Dealerships can also manage incoming call traffic through a web-based service-center application that provides automatic call distribution across a pool of attendant resources.

Successful auto sales are built around providing quality service, building relationships, and returning customers. Being responsive and juggling multiple customers requires communications tools that are rich in functionality but also easy-to-use. eMerge provides unified messaging capabilities and mobility tools that are easily configured through a web interface. These tools enable a sales person to control incoming calls and messages, even during the month-end crunch.

With consolidation, dealerships are increasingly managed as multi-site operations, increasing the available inventory and reducing overhead. Multiple phone systems limits dealers ability to function as an integrated organization. With eMerge, multi-site operations receive a consistent, integrated service set. These features improve inter-site communications and dealer performance.

eMerge Economics

eMerge service removes the layers of support and maintenance equipment costs necessary with PBX and Key System. eMerge can also simplify communications management and reduce costs by providing both voice and data services over a single channel.

eMerge offers the economic benefits by converging voice and data together over an enhanced data connection, providing a better class of service. Some estimates show that eMerge service can save firms 30% or more on total communications costs while delivering better service.



Key eMerge Capabilities

Service Center: Enhanced features increase and extend capabilities that improve customer service. Using hunt groups to ensure calls are answered and simultaneous ring provides an instant "hot line". Combine forwarding features to extend service calls to mobile and home phones.

Mobility: eMerge mobility features enable staff to forward calls to mobile phones, second office lines, home lines, and/or other phones. Often termed "find-me/follow-me", these features increase staff productivity and complement wireless service. Users needn't sacrifice privacy as they have the flexibility to select or reject calls originating from specific numbers.

Unified Messaging: eMerge messaging features save staff time as messages are converted to .wav files and attached to emails. Forwarding these .wav files eliminates restatement of messages and potential inaccuracies. eMerge messaging also includes email notifications when messages are received.

Multi-Site: eMerge removes service limitations associated with site-based equipment like PBXs and Key Systems, providing a single service instance to multi-site firms. Offer staff the simplicity of a single voice messaging system, call forwarding between sites, and a convenient private dial plan. Setup auto attendants/IVRs that direct calls between sites to leverage employee expertise. Use eMerge service to better integrate multi-site companies and improve company performance.

Web Interface: eMerge provides a web interface that enables staff to update their service settings in real-time. Change multiple settings with a single click.

Contact Info

For more information about eMerge service, please contact us at www.egix.com/evolve. Rapid installation and low up front costs deliver quick financial returns. Proven training materials enable staff take advantage of new service to achieve faster deal closure and increase gross revenue.