



VOICE RECOGNITION BEST PRACTICES

- With Voice Recognition, you're already a step ahead of the game in that you'll have more Sales opportunities to call on, more calls logged in CRM, more follow up tasks created, more appointments set, more showroom traffic, and more cars sold.

Voice Recognition gets smarter over time. To amplify how it learns, we recommend that you do the following on a frequent basis:



KEEP AN UPDATED STAFF LIST

Keep your Staff Profiles pod up to date with current employees only. Remove individuals who have left and get new agents added and enrolled in Voice Recognition ASAP!



ENSURE COMPLETE VOICE RECOGNITION ENROLLMENT FOR ALL STAFF

Encourage agents to speak in their normal speaking voice when calling the Voice Recognition Hotline – avoid sounding like a script reader and the use of speakerphone.



RESOLVE UNKNOWN VOICE SAMPLES

Hop into the Voice Identification tool to identify any unknown voice samples in your account, and train agents to introduce themselves by name to every caller. This helps the machine learning process get familiar with who they are and is a good way to build rapport over the phone, too.

HAVE QUESTIONS OR NEED HELP? CALL 682-717-2156