

5 STEPS TO OWN THE PHONE

1

PULL UP YESTERDAY'S DEALERSHIP CRISP REPORT

- ☐ Make sure connection rate was at least **75%**.
- ☐ Under *Pursue* crosscheck how well your team is successfully reconnecting with missed appointment opportunities.

2

TAKE A LOOK AT YESTERDAY'S CALLS THAT NEVER CONNECTED REPORT

- ☐ Check to make sure each stranded call is followed up with.
- ☐ Look for training opportunities to highlight in weekly sales meetings.

3

LISTEN TO YESTERDAY'S SALES CALLS

- ☐ Call to confirm soft and firm appointments.
- ☐ Follow up with every opportunity where an appointment wasn't requested or set.
- ☐ Assign "unknown" sales calls.

4

CHECK TRACKING LINE SUMMARY REPORT

- ☐ Check which tracking lines so far today have unconnected calls (under "reviewed calls" section).
- ☐ Check which Agent Lines have unanswered calls (under "all calls" section).
- ☐ Cross reference Daily Staff Activity Report for outbound calls to see if call backs are being made to the customer.

5

HIGH FIVE YESTERDAY'S TOP PERFORMERS!