



MAXIMIZE YOUR

elead ×  Car Wars
by Call Box

INTEGRATION

BEST PRACTICE GUIDE

KEY STEPS FOR SUCCESS

1

Access Inbound Calls

- Navigate to the 'Call Track' tab and select 'Status: Open' to review new calls.
 - ▶ 'Status: Open' will include calls we could not match to an active opportunity - potentially unlogged leads.
- Use the speaker icon to listen to calls and log new prospects.
- Save calls to create new leads or match to existing opportunities.

2

Utilize Telephony Features

- Ensure your phone codes are updated for Click to Call functionality.
- Access call recordings and data directly in the prospect's record for seamless follow-up.

3

Manage Tasks

- Monitor scheduled and completed tasks.
- Ensure outbound calls are recorded correctly through Click to Call.

4

In-Depth Elead Integration

- Sync all call data, missed opportunities, and lead information directly into Elead in real-time for up-to-date customer tracking.
- Car Wars sends the call recap description directly into the prospect record as worknotes.
- Get instant access to prospect records and previous call details, allowing your team to quickly respond and engage with leads.

REPORTS TO EXPLORE DAILY

- **Pursue Box:**
Salvage missed opportunities
- **Dealership CRISP Report:**
Analyze overall phone performance
- **Staff Activity:**
Track agent performance and engagement

More Car Wars Resources to Improve Call Management and Phone Processes



Full Elead Integration Guide



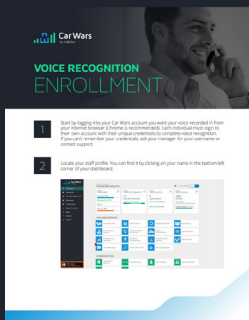
What is CRISP?



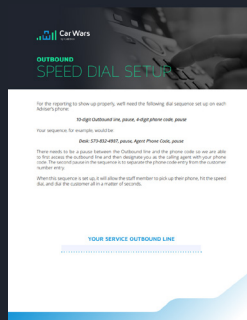
How to Warm Transfer



Voice Recognition Enrollment Guide



Outbound Speed Dial Setup



Call Connection Tips



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