



Cari Phone Assist

Service Scheduler

Cari, Car Wars' Service Scheduler, automates appointment bookings to deliver a professional caller experience. Cari ensures your service lane stays full and your team stays efficient, 24/7.

Cari Service Scheduler's Game Changing Features



DMS and Scheduler Integration to Book Service Appointments

Schedules service appointments 24/7, booking those appointments directly in your DMS or Service Scheduler with summarized notes



Fastest Bookings Under 2 Minutes

Delivers quick, efficient scheduling to assist customers in as little as 2 minutes.



Quick Human Transfer

Instantly connects customers to a live representative when needed.



Transparent Reporting

Detailed dashboards show appointments booked, time saved, and call outcomes where Cari assisted or booked an appointment.



Edit Existing Appointments

Handles calls for existing appointments, allowing for rescheduling and cancellations.



Basic Upsell

Identifies additional recommended services and presents them during the booking conversation, helping drive higher RO value with no additional effort from advisors.



Advanced Booking Features

- Books in accordance to advisors schedule
- Dealership specific opcode booking
- Supports multi lane service drives
- Offers previous advisor*

**Integration dependent*

With Cari Service Scheduler, you're not just keeping up with industry standards – **you're setting them.**





Cari Phone Assist

Receptionist

Cari is transforming how dealerships manage their calls. Designed to handle the complexities of modern dealership communication, Cari ensures every call is handled efficiently and professionally, 24/7.

Cari Receptionist's Game Changing Features



Custom AI-Driven Call Routing

Uses natural language understanding to interpret the customer's needs and route them accordingly. Endless transfer options, no lengthy phone menu required.



Fallback Routing

Configure each transfer option with a custom fallback, providing an optimal fallback path for every department.



Cari Message & Alerts

When your team has their hands full, don't send customers to an unmonitored voicemail. Instead, let Cari take your customer messages, sending email and text alerts to managers.



Integrated Reporting

Cari is integrated into Car Wars reporting and call records, keeping her insights up front and visible in the reporting you know and love.



New Data, Better Customer Experience

Leverage the Cari Receptionist Report to better understand the caller experience within each department and use that data to optimize call routing.



Warm Transfers with Context

Enhance the customer experience with smooth and professional warm transfers, keeping your callers engaged.



Unlimited Capacity

Even the best employee can only handle one call at a time. Cari can handle an unlimited number of customer calls at the same time to prevent bottlenecks.



Custom Greetings

Customize Cari's greeting to match dealership brand and tone.

With Cari Receptionist, you're not just keeping up with industry standards –
you're setting them.

Ready to hire your next star employee?

Contact [Car Wars](#) today to see how Cari can revolutionize your dealership's phone strategies and elevate your customer experience.