



# 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.