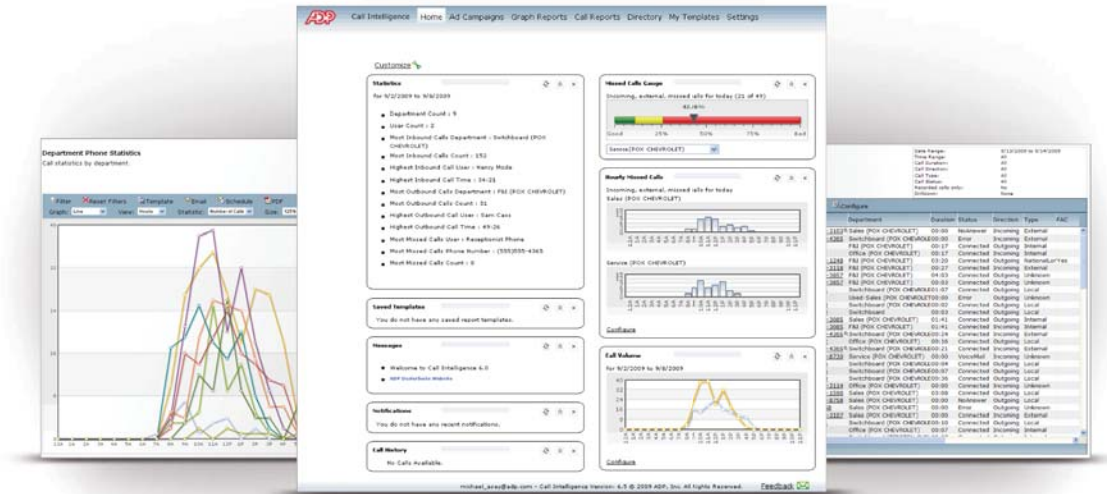


ADP Network Solutions

Call Intelligence

A complete call management system



Key Features

- Call reporting
- Notification
- Call recording

Measure and control the phone contact with your dealership.

Call Intelligence offers detailed information on the individuals calling your dealership, assists you in seeing how many times the phone rang, who called, if the call was answered and whether or not your staff handed the calls properly.

This sophisticated data collection system tracks every call placed and received through your dealership, and:

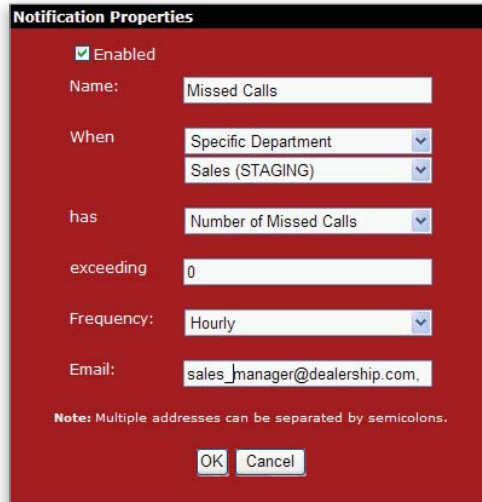
- Produces detailed call reports by location, department and employee
- Measures advertising campaign efficiency
- Records calls

Call Reporting

The Call Intelligence homepage provides an at-a-glance picture of phone traffic coming in and going out of your dealership. See which departments are getting the most calls, how many calls are missed and which ad campaigns are delivering the most leads for the lowest cost. If you want to learn more, you can click on the data of interest to drill down to more details.

Notification

Easily create customized notifications that will alert you via e-mail on certain system events. Criteria can include number of inbound calls or number of missed calls and can be categorized by timeframe or department. This can be extremely useful in determining if departments are being swamped with calls.



Call Recording

The Call Recording option allows you to record and store every inbound call. Managers can listen to a sample of calls to new hires to make sure that they're handling customer contacts properly. Managers can also review calls if any of the details discussed with a customer are in question.



Powered By

By combining our two companies, PFW and ADP can now offer the largest and most comprehensive selection of products and services to equipment dealers worldwide. These cost-effective, leading-edge solutions have been developed by ADP to help grow your dealership business. Backed by ADP, you can expect the same quality and reliability you have come to expect from PFW.

Request More Information

If you would like more information, please visit www.pfw.com or contact our Sales Team at (519) 474-3300 ext. 230 or sales@pfw.com.