

# DMEautomotive's Customer Interaction Center WE UNDERSTAND YOUR CUSTOMERS

DMEautomotive's Customer Interaction Center (CIC) is one of the premier call center providers for the automotive industry. Showcasing the latest hardware, software and reporting capabilities, the DMEautomotive Customer Interaction Center provides exceptional service directly to every customer your business interacts with.

## The CIC ADVANTAGE

- Constant Recruiting
- Consistent Training and Certification
- Manpower Scheduling
- Routing to Best Resources
- Ongoing Quality Management
- Real-Time Reporting and Recording

## INBOUND CALLING

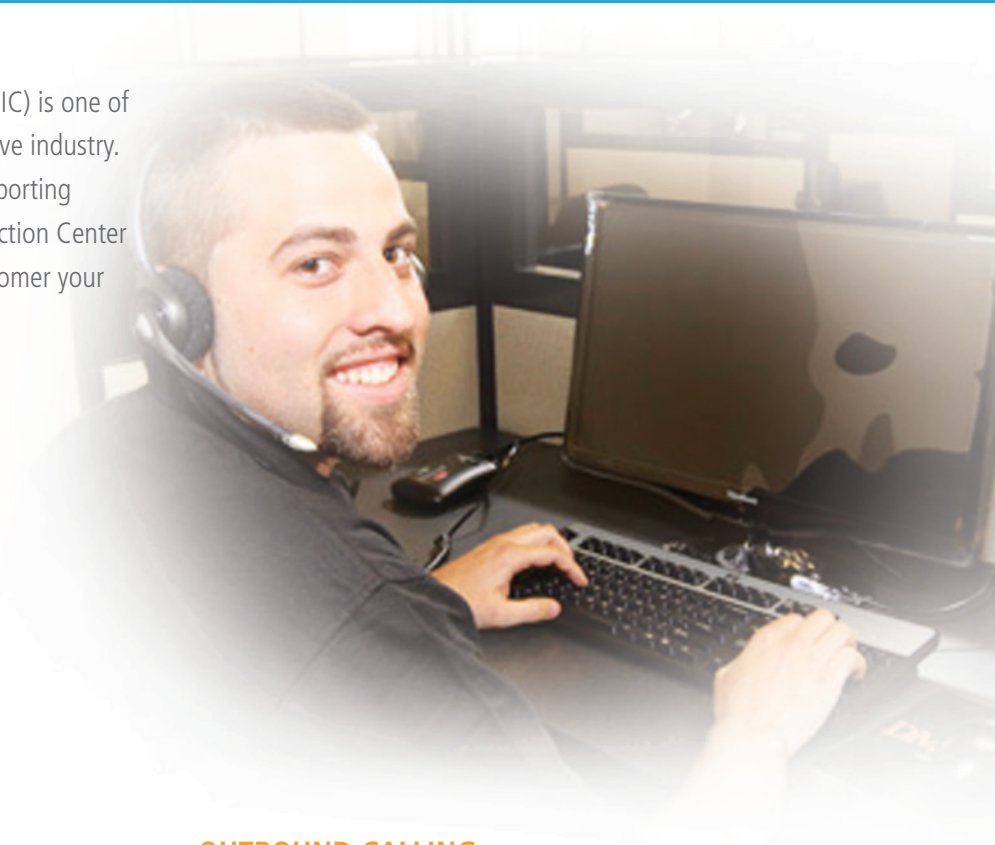
LIVE ANSWER, BACKSTOP, OVERFLOW CALLS

- Receive any quantity or type of inbound calls with our advanced call answering solutions
- We collect customer information and complete numerous customer transactions including: appointment setting, requests, transfers, messages and other operator functions
- Put your customers at ease with customized scripts or conversational based campaigns
- Ensure immediate response and follow-up 24/7 with overflow call handling
- Receive email notifications and audio recordings
- We are integrated with leading 3rd party software applications for efficient appointment setting and scheduling

## OUTBOUND CALLING

PREDICTIVE DIALING SYSTEM

- Maximize contact rates with automated, multi-line dialing processes using "best time to call" business logic
- Create customizable calling campaigns that meet your business goals
- Set more appointments with integrated leading 3rd party software applications
- Perform customer surveys
- Track results
  - Timely and accurate web-based reporting
  - Password protected
  - Innovative voice logging technology with real-time call recordings
  - Industry standard Adobe PDF® and Microsoft® Excel® reports



# DMEautomotive's Customer Interaction Center CAPABILITIES & QUALITY ASSURANCE

## Our Attention to Detail, Quality and Compliance Puts Us Ahead of the Rest

To ensure the quality and integrity of our call programs, we use quality assurance processes designed to guarantee excellence. Superior customer service skills are at the core of our training programs and are emphasized throughout the curriculum and reinforced daily.

The DMEa CIC offers over 10 years of experience in call center management within the automotive industry. Each CIC representative goes through comprehensive training programs and has various reference materials for assistance and refreshment of learned materials. In addition to the training programs, all calls are continuously monitored to maintain superior CIC representative performance.

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## Best-in-Class Capabilities

### PREDICTIVE DIALING

Internal BDC's 'manually dial' and deal with misdials, busy signals, answering machines and no contacts. With Predictive Dialing technology, the CIC is capable of dialing 100k calls per day.

### AUTOMATIC CALL DISTRIBUTION

The ability to answer calls immediately by playing a personalized greeting and bypassing ring tones allows us to take control of the call as soon as it comes in.

### INTELLIGENT SKILL BASED ROUTING

Calls are automatically distributed to agents with the highest skill set for that particular campaign.

### REAL-TIME REPORTING & CALL RECORDING

Want to hear what's going on? Listen to your calls and view real-time reports online.

### 100% OPEN SYSTEM

Which includes full access to SQL and .NET web code and allows us to easily automate and integrate with custom code.

### A CAPACITY TO HANDLE YOUR BUSINESS

We can handle...

- OC3 155 Megabits per second
- 21 Outbound T1's, 22 Inbound T1's
- 875,000 names per month
- 3.75 million dials per month
- 4,000 inbound calls per hour

### DATA IN THE CLOUD

Multi-location back-up facilities combined with a centralized 'cloud' architecture of data redundancy allows for...

- 24/7 availability regardless of natural disaster
- Reduced application development costs
- Simplified disaster recovery plans keep the CIC up and running no matter what