SEE THE MANY FEATURES AND BENEFITS OF **SERVICE**VISION

Features	Benefits
NEW—At-a-glance dashboard reporting and metrics	The dashboard visualizes the services calls and provides a detailed breakout of caller events. Having this breakout allows opportunities to resolve customer concerns. Each metric or graph lets you drill into the individual calls behind each of the metrics or graphs.
NEW—Repeated Callers metrics	Understanding who is calling multiple times in a day helps you resolve any potential customer concerns.
NEW—Status Check Calls metrics	Identifying customers calling for a status check on their vehicle identifies operational efficiencies and customer satisfaction improvements.
NEW—Voicemails left and voicemails not left metrics	Each customer that leaves a voicemail or chooses to not leave a voicemail could easily move to a competitor. Swift response can save an important and valuable customer.
NEW—Calls by Time and Calls by Day call connectivity	Understanding when calls are not being answered indicates a need to address staffing. Now you can see by hour of day or trend by day of week when staffing is challenged.
NEW—Real- time alerts for repeat callers, status check, and voicemails	Receiving a real-time alert can be save a customer experience and improve service opportunities. Every minute counts when a customer may be dissatisfied or have unmet needs.
NEW—Schedule a recurring reports	Scheduled reports allow a customer to define how, what, and when they want to receive key information. The notification can trigger quick access to the desired data.
NEW—Define keywords for search and real-time alerts	Defining and receiving an alert on custom defined keywords gives customers the information they want when it happens!
Deep analysis of calls on selected calls providing advisor information	A select group of calls receive additional analysis including a summarized call summary, agent information, appointment date and time, as well as current vehicle information. All this information gives deeper insights into what is happening on service calls.
Visual voice analysis including user sentiment analysis	Visual voice can immediately give you the overall call rating and understand if the call was positive or negative. If there are concerns the visual voice shows you where the negative talk is coming from and it's easy to find and listen to specific points in the call.
Caller identification	Caller identification give you important caller information (name, phone number, address and email). In addition, you can see how the caller connected, if they spoke to someone or left a voicemail. All the information you need in case you need to reach out to the customer.
Artificial intelligence transcribes and analyzes every service call	We tell you if the customer reached the intended agent and if an appointment was requested as well as if they confirmed contact information. This is important information agents should be requesting on every call.

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