

# CALLREVVU

## Success Stories



Glenn Grosso,  
Managing Partner

After many years of using various call tracking systems, CallRevu is the best tool I have worked with. In my opinion, all competitors have workable dashboards, reporting tools and integration with most CRM's. We hold ourselves accountable to listen to as many calls as possible, however this was typically worked by constantly reminding management to listen to calls.

With Callrevu, the conversation is emailed to our management staff and myself in minutes. We are not tasked to remind ourselves to listen to calls everyday. When the email hits everyone's inbox, it's a quick summary of the call and one click to hear the entire conversation. This simple process has generated immediate follow up from managers which results in more shown appointments. It exposes weaknesses as well as some really good calls for training. My management staff loves the automated process and now 100% of our calls are reviewed.

It's not too often I rely on reporting these days because we are aware of each call as it occurs, not hours/days later. If something goes wrong on the call, which we all know does happen, our manager is right there to follow up.

9:41



### Actual Call Examples

#### CALLER INFORMATION

ADIDAS AMERICA

864-612-5112

Vehicle (Current):

Vehicle of Interest: Land Rover LR4

Notes: Frank answers. Caller is interested in purchasing a used white Land Rover LR4. Agent promises to provide a callback to confirm the availability of the vehicle in 5 minutes. Agent provides the dealership's business hours. Caller asks for the dealership's business hours. Caller found an advertisement on CarGurus. Caller says thank you, call ends.

#### APPOINTMENT:

#### CALL INFORMATION

Date and Time of call: 5/30/2022 3:02:38 PM(ET) (2 Minutes)

Location: Honda of Indian Trail, Used

Call Handled By: Frank Clark

Ad Source: CarGurus

Tracking Number: 877-943-8822

Target Number: 704-220-1500

Record Locator: 239665739

[Listen: Click Here to Listen to Call](#)

#### STANDARD QUESTIONS

Did Customer reach the intended agent?

Did Agent ask for/confirm contact info? Name: Y Phone: Y Email: N

Did Agent or Customer ask for an appointment?

[Click Here to Close or Respond to this Alert](#)

See more at [callrevu.com/testimonials](https://callrevu.com/testimonials)