

# New Look TelephoneSuccess™ Professional



The dashboard interface includes the following sections:

- Dealer Appointment Diary:** Shows 3 appointments today for Audi Bolton.
- Welcome to TelephoneSuccess™:** A central message box with a red question mark icon.
- Dealer Team List:** A table listing team members:
 

Dealer	Name	Calls	Appointments	Actions
Audi Bolton	Adam	10	60%	Edit, Delete
Audi Bolton	Becky	9	78%	Edit, Delete
Audi Bolton	Gary	7	71%	Edit, Delete, Add
- Call Summary:** Shows 60 calls received this month.
- Call Traffic Analysis:** A line graph showing call volume over five weeks (Week 09 to Week 13).
 

Week	Calls
Week 09	16
Week 10	13
Week 11	14
Week 12	11
Week 13	8
- Calls to Listen To:** A list of flagged calls with columns for Reference, Salesperson, and Customer Name, each with a 'Review' link.
- Comparison Report:** A bar chart titled 'Appointment Rate Comparison' showing rates for Dealership (60%), Franchise (73%), Sector (42%), Group (40%), Region (46%), and National (44%).
- KPI report:** A combined bar and line chart titled 'Comparison of Call Results' showing Call Volume (line), Appointments (yellow bars), Showups (green bars), and Sales (orange bars) across two categories: Increase Group and Increase Group Activities.

**DASHBOARD**  
everything you  
need in  
one place!





## Calls to Listen To

**Calls to Listen To**

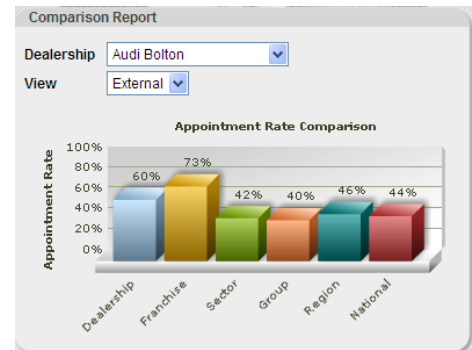
The following calls have been flagged for your attention:

Reference	Salesperson	Customer Name
U233884	Becky	Customer Name <a href="#">Review</a>
U245579	Adam	Customer Name <a href="#">Review</a>
U244619	Gary	Customer Name <a href="#">Review</a>
U243140	Becky	Customer Name <a href="#">Review</a>
U239914	Adam	Customer Name <a href="#">Review</a>

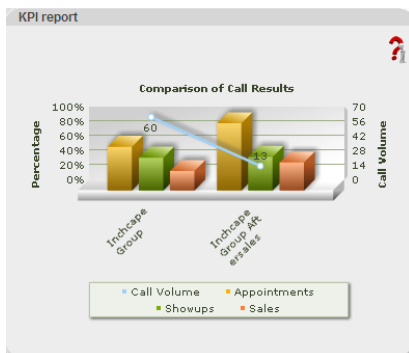
We listen to all of the enquiries we publish on TelephoneSuccess™ and keep our ears open for calls that require your urgent attention. Missed sales opportunities, missed buying signals, customer issues and great calls for praise will be highlighted for you, so you can speed up this crucial part of your day. That must be a winner if you're a super busy Sales Manager!

## Comparison Report

Who's better than me? New reports include one that tells you who is best. Actually it tells you how you are doing against the average in your brand, region, sector and country. Stuff you need to know when you're running a busy sales team? Get ready to measure yourself against the rest of the 100's of dealers using the programme with you.



## KPI Report



Compare your Sales Team's call volume, appointment rates, show up's and sales at a glance.

## Support

Often TelephoneSuccess™ customers want to contact us.... Here is the easy route which includes links to Useful Documents, Frequently Asked Questions and Industry News.

Support

Dealership: Inchcape Group - Audi Bolton  
Question for: Consultant

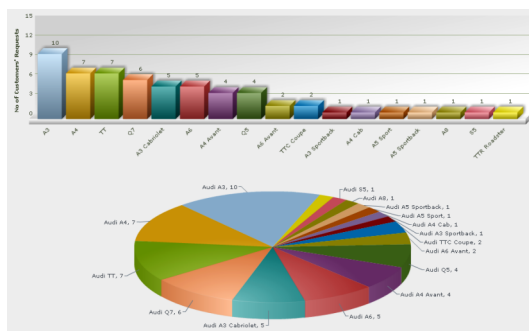
Notes: [Text area]

Send

You can contact us by filling in the support box above. Alternatively you can call us on 0845 375 2424 to speak direct to Technical Support, Accounts or one of our Consultants.

Useful Documents | Frequently Asked Questions | News

## Reports



Clear, bright, dynamic and easy to read reports are located in their own menu page.

# Summary of New Features

Features	TelephoneSuccess™	New Look TelephoneSuccess™
Homepage / Dashboard	Brand New Feature 	A visual overview of the most frequently used features
Dealer Appointment Diary	Brand New Feature 	Individual daily appointment reminders sent to your Sales Team, with an overview of all appointments sent to you
Welcome to TelephoneSuccess™	Brand New Feature 	Critical information and tips will appear here from time to time
Dealer Team List	Brand New Feature 	Add, edit or delete Team Members
Call Summary	Improved Feature	Identify who has telephoned, where from, when they called and how well your team did
Call Traffic Analysis	Brand New Feature 	Shows the volume of incoming sales calls per week, day and hour. It's a great way to plan phone cover
Calls to Listen To	Brand New Feature 	Missed sales opportunities or great calls for praise will now be highlighted for you, so you can speed up your use of the system
Comparison Report	Brand New Feature 	This report tells you how you are doing against the average in your brand, region, sector and country
KPI Report Key Performance Indicator	Improved Feature	Shows appointment rates, whether the customers showed up for their appointments and ultimately if a sale was made
Reports	Improved Feature	Clear, bright, dynamic and easy to read reports are located in their own menu page
Support	Brand New Feature 	An easy way to contact us. Plus links to useful documents, FAQ's and industry news