

CallRevu Launches ServiceVision To Maximize Customer Retention in Fixed Operations

CallRevu, the automotive industry's best-selling conversation intelligence platform, announced today the launch of its newly designed ServiceVision solution, a Fixed Operations customer engagement tool. As part of the CallRevu platform, ServiceVision enables Fixed Operations to enhance proactive customer communications, improve employee shortages, increase customer call answer rates, and other operational inefficiencies.

TOWSON, Md. ([PRWEB](#)) October 25, 2022 -- CallRevu, the automotive industry's best-selling conversation intelligence platform, announced today the launch of its newly designed ServiceVision solution, a Fixed Operations customer engagement tool. As part of the CallRevu platform, ServiceVision enables Fixed Operations to enhance proactive customer communications, improve employee shortages, increase customer call answer rates, and other operational inefficiencies.

[ServiceVision was developed specifically for Fixed Operations](#) to ensure that Service centers can meet their goals for high revenue repair order (RO) opportunities. Additionally, ServiceVision helps streamline Service call management and provides real-time alerts for immediate customer attention. In addition, reporting within ServiceVision was designed for easy access, at-a-glance analytics that offer actionable insights into mishandled customer conversations to promote a long-term customer relationship with the dealership.

“Service departments are once again in high demand and we are seeing massive changes occurring, such as service calls up 15% month-over-month since January 2022,” said Anthony Giagnacovo, CEO of CallRevu. “With the ongoing inventory challenges and atypical vehicle pricing, service appointments are rising, causing a strain due to staffing shortages. ServiceVision was designed to alleviate the pressures service advisors and managers are experiencing with call tracking and management solutions.”

CallRevu's ServiceVision new enhanced features include:

- Artificial intelligence transcribes and analyzes every Service call
- Real-time alerts based on service keywords for identifying high revenue RO opportunities, missed calls, repeat callers, - status checks and voicemails
- At-a-glance dashboard reporting and metrics
- Caller identification
- Complete caller and advisor sentiment analysis
- Keyword identification and alerts
- Call trend analytics to support staffing needs

“The CallRevu platform was built to help dealerships increase customer retention by giving sales and service teams the tools they need to better manage their dealership calls and customer expectations. Every call should be answered, captured accurately to maintain a documented conversation history, and addressed the customer's inquiry in a timely manner. This ensures every customer receives a high level of customer satisfaction. How you manage your caller engagement will have an impact on customer retention and earning the consumers' trust,” said Giagnacovo.



About CallRevu

CallRevu is the only call management solution made in a dealership for dealerships. CallRevu listens to your calls so you don't have to and alerts you within minutes to mishandled sales opportunities, potential CSI issues, even phone routing and connectivity problems. Our call monitoring service helps dealers around the U.S. and Canada convert calls into appointments to improve the bottom line. We track, listen, summarize, alert, report, and coach on all phone data analytics to help dealers drive more call-to-appointment conversions. [To learn more and schedule a demo](#), please visit www.callrevu.com or call 833.486.1226.



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