

Integrated telephony for Autoline

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Would you like your dealer management system and your telephony system to integrate with each other? Do you have the ability to analyse calls across the business? The solution to both these issues is CAS Dealer from ADP. This screen-based call handling software helps to increase staff efficiency and improve customer satisfaction.

CAS Dealer, a member of the ADP Talk product family, is a powerful integrated telephony solution designed for Autoline that improves the control and visibility of a dealership's telephone communications.

Three specifically developed interfaces cater for the different types of user within a dealership:

CAS User

- Make and receive calls via a static ribbon toolbar at the top of your screen
- Automatically screen pop a customer's Autoline CRM record as soon as the phone rings
- Receive missed call alerts and view recently dialled numbers to avoid searching for records
- Operate phone on screen enabling the use of a headset

CAS Supervisor

- Easily monitor productivity and obtain a 'real time' view of all staff calls
- Run detailed reports on an individual or team's calls activity
- Make user changes within seconds

CAS Receptionist*

- Simple to use screen-based operator console
- Real-time visibility over all telephones and user status
- Screen-based interface removes the need for large desk phones

■ Key benefits

- Streamlined telephony operations
- Improved staff efficiency
- Enhanced customer satisfaction
- Increased control of telephone activity



■ Autoline Integration

CAS Dealer provides a real-time link between Autoline and compatible telephony systems**.

If a customer record already exists in Autoline, when an inbound call is made CAS Dealer will pop up their customer card automatically before the phone is even answered. Screen popping gives the call handler the ability to personally greet the caller and provides them with all the information required to handle a call in the most effective manner. Without integration the first minute of the call is spent identifying the caller and searching for their record. Screen popping the record as soon as the phone starts to ring streamlines this process and also improves the customer's call experience.

The integration to Autoline also allows staff to make calls by simply clicking the icon next to a telephone number from an Autoline screen. Known as 'click to dial', this gives staff the ability to make calls to customers without leaving their Autoline screen, saving valuable time.

*Available Spring 2010

** Please speak to an ADP account manager for a list of compatible systems.

■ Features

	CAS User	CAS Supervisor	CAS Receptionist
Application Integration			
Autoline			
Screen pop customer record and click to dial from the CRM screen	√	√	√
Screen pop open WIP related to caller from point of sale screen	√	√	
Click to dial from 'My WIPs' screen	√	√	
Click to dial from purchase ledger screen	√	√	
Screen pop caller account information from accounts screen	√	√	
Screen pop customer record from Contact Management (CM)* module	√	√	
Click to dial from call list within Contact Management (CM)* module	√	√	
MS Excel			
Click to dial from a cell	√**	√	√
Internet Explorer			
Click to dial from a web page	√	√	√
Presence			
View user status information	√	√	√
View non CAS user extension activity			√
User defined buddy list	√	√***	
Hang up notification	√	√	√
Initiate call and transfer via presence window	√	√	√
Call control			
Answer call	√	√	√
Hang up	√	√	√
Transfer call	√	√	√
Place call on hold / retrieve from hold	√	√	√
Conference call	√	√	√
Number pad dialler	√	√	√
Directory integration			
Microsoft Outlook Active Directory and contacts	√	√	√
Microsoft Exchange	√	√	√
Shared CSV file	√	√	√
Speed dials - user configurable	√	√	√
Interactive call notification			
Incoming call - click to answer	√	√	√
Missed call indicator - click to return call	√	√	√
Call waiting	√	√	√
Recent call list	√	√	√
Management functions			
Edit user name and details		√	
Add and remove users		√	
Missed call management		√	
Reporting		√	
Reception features			
Drag and drop calls to initiate transfer			√
Fully configurable user interface			√

* CM not available with standard Autoline

** MS Excel 2007 only

*** Available Summer 2010

For further information please contact your account manager on
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