

Sunrise Toyota using Appointment Reminder Software to Save Time & Increase Productivity

Company Background

Sunrise Toyota has been in the business for over 35 years with a long and strong relationship tied in with the community. Those years behind us have given us invaluable expertise, which we put to your advantage. Our focus on relating to drivers and their individual needs and our determination to keep Sunrise Toyota a pressure-free environment is legendary. We carefully select each member of the Sunrise Toyota team for their high level of expertise, vast automotive knowledge and passion to learn about the latest technology. Our staff will be able to meet all of your automotive needs.

The Challenge

Nicole, employee at Sunrise Toyota states, “I work a very busy auto dealership in Long Island, NY. On an average day we service upwards of 100 to 150 cars a day. Each day I have to confirm the appointments that are coming in for the following day. It would take me hours and was extremely monotonous and painstaking. I couldn’t get anything else done because I was on the phone all day.” With this in mind, Nicole decided to look for a software to automate her work so she’d be able to tackle other projects. While automating the work that absorbs her entire day, she can focus her time and energy on tasks she usually couldn’t attend to, such as customer satisfaction and sales.

The Solution

We came across Voicent’s website which offers several programs that confirm appointments. At first we thought it was too good to be true. We downloaded the free version and tried it out. At this point we were so impressed with the software that we immediately purchased the package that was best accustom to our needs. Nowadays I can’t go a day without using it. Appointment reminders are critical to reduce no-shows and eliminate wasted office hours attending to clients whom forgot about their appointment. Voicent’s Auto Reminder calls our client and delivers a voice recorded reminder of the time and date of the appointment and even collects a touch-tone confirmation to notify us they got the message and are aware of the appointment. This was a great relief for us because we spent a lot more time fixing their cars instead of rescheduling appointment.

The Result

According to Nicole, “It takes just a few minutes to set everything up and it frees up the rest of my day. It’s so easy to use and when we had questions, the staff was extremely helpful and knowledgeable.” Voicent cares for its customers and we’re relieved to have found their product was easy to use and surprisingly perfect for every situation I had encountered. All I had to do was input appointment times and dates and the Auto Reminder did the rest. During the reminder call, the system allows the recipient to use their phone keypad to confirm the appointment or even get transferred to an agent to reschedule their appointment. It’s all very interactive and intuitive, and nothing but professional. Using Voicent’s message design tool to construct a customized reminder message for different departments and

different appointments was unique and also extremely helpful to what we had in mind for future improvements at Sunrise Toyota!