



**motor**  
answering

**The UK Experts & No.1 Answering  
Service To The Motor Industry**

**From sales to services, you will never  
miss another call or an opportunity**



"Your customers deserve the very best service."

**Motor Answering** is the solution."



# motor answering

From sales to service, you'll never miss a call - or an opportunity

As a key player in the call answering business for over **15 years**, we understand our clients' needs and, more importantly, how to meet them. **24 hours a day, 365 days a year**, when it comes to delivering the care, accuracy and attention that your customers deserve, we're the trusted experts.



### Your business partner

Acting as your remote receptionist, we make sure you never miss a single call - the difference between winning loyalty from existing customers and losing out on new business.

### We understand you

Our clients span the automotive industry and rely on us to handle every type of query confidently and confidentially. Your calls will be answered by experts who are as passionate about your business as you are.

### Our people

With Motor Answering, you can feel confident that our people are professionally trained to build relationships and deliver the highest standards of customer service.

## Our 8 Point Service Excellence Plan

- ✓ There for your customers 24 hours a day, 365 days a year
- ✓ Over 15 years' experience in your industry
- ✓ Handle every type of automotive call
- ✓ Expertly trained staff answering your customers' calls
- ✓ Bespoke service that flexes to your business needs
- ✓ Uncompromising levels of customer service
- ✓ Calls monitored for quality
- ✓ A stable, trusted and well established organisation

## Key Facts



• 85% of first time callers don't call back if their call is unanswered, they simply call someone else.

**1/3**

• 1 in 3 dealerships don't answer their phone within 3 rings, leaving callers waiting for a response.



• The average caller spends 300 days of their life on hold, getting frustrated and irritated.

## Saving you money

By reducing the need to hire more staff to answer busy ringing phones, our contact centre teams can reduce your costs too.

No need to recruit or waste office space - with Motor Answering, you get the same high quality service, at a lower cost.

## Customer service hotline

Motor Answering allows even the smallest business to offer the same standard of customer service hotlines as large corporations, levelling the playing field.

**"We have 16 years expert insight into the industry and know when dealerships receive a high volume of call. We promise to answer ALL calls"**

Neil Murphy  
Head of sales

**Minimise phone interruptions and maximise customer service.** Our up-beat professional team are trained in your business and understand your industry, trained to handle challenging situations and supported by **cutting-edge technology.**

**Over 15 years of expertise**

**Over 1200 happy customers**

**Over 10,000,000 calls answered**

**Last year saw a 10.8% rise in car sales**

**Motor Answering handle your new enquiries**





## GET IN TOUCH NOW

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