



ELEAD1ONE Announces Integration with Recall Masters

Service Advisors can now get Real-Time Vehicle Recall Information During Vehicle Check in Process



ATLANTA, GA, USA, June 12, 2017 /EINPresswire.com/ -- [ELEAD1ONE](#) today announced a partnership with [Recall Masters, Inc.](#), the leading provider of automotive recall news, data, training, and communications, to integrate real-time vehicle recall lookup into the Service1One [Lane Management App](#).

Determining recall status during the mobile check in and initial inspection process saves time, reduces friction and prevents unnecessary upsets between dealers and their customers. It also helps to eliminate the possibility of a recalled vehicle failing to be repaired during a visit to the service center. In addition, informing customers of a recall during the initial check in allows them to better plan their days.

“Trust can be a hard thing to establish with service customers. To discover that their vehicle needs to stay in longer for a recall repair – or even worse – that they have a recall which the dealership failed to repair, is not exactly great for customer relations,” said Chris Miller, President of Recall Masters. “Our integration with ELEAD1ONE’s Lane Management Application enables the dealership to inform customers about any open recall in real-time while the initial check in and inspection are done. This then helps build trusting relationships between automotive dealers and their customers.”

The Service1One lane application gives advisors first-class customer service tools that streamline the lane process with the speed and efficiency needed to keep up with traffic. On a tablet, advisors can quickly view customer appointment information, service history, pricing menus, inspections, and real-time recall information – all from the palm of their hand. It also gives advisors instant access to previously declined services to retarget these revenue-generating opportunities and maximize profits. Helpful word tracks strategically integrated throughout the tool guide advisors with scripts proven to overcome owner objections of recommended repair or maintenance services. In addition, the line items on the RO Summary Estimate can be added or removed easily so that customers always get an accurate quote.

“We all know that service lanes can get hectic. Our aim is to provide dealers with the tools to increase service efficiency and give customers the ultimate service experience,” stated Bill Wittenmyer, Partner with ELEAD1ONE, a division of Data Software Services, L.L.C. “With the huge level of vehicle recalls, informing customers of any that affect their vehicle can be a major pain point for most auto dealers. Service departments will greatly benefit from real-time recall status information integrated with our Service1One Lane Management App.”

To learn more about ELEAD1ONE’s full service suite Service1One, call 855.995.8571, or visit: <http://www.elead-crm.com/products/service/automotive-service-management-service1one/>

About Recall Masters:

Recall Masters is the leading provider of automotive recall news, data, training, and communications. The company is dedicated to helping automakers and their dealers expedite the repair of recalled vehicles and make the roadways safer for everyone. Greater recall awareness and proactive management helps automakers protect their brand and build trusting relationships between automotive dealers, rental car agencies, auto auctions and consumers alike. Recall Masters is privately held and based in the Aliso Viejo, CA. www.recallmasters.com

About ELEAD1ONE:

ELEAD1ONE, the benchmark in automotive software, helps dealers bridge the gap between sales, service, and marketing operations. The company's automotive-only contact center, CRM, and service drive technologies are the foundations of their unique suite of products that drive its clients forward through strategic business advantage. Headquartered in Georgia, ELEAD1ONE has over 1,500 employees nationwide and serves more than 8,000 dealerships across the United States and Canada, including six of the top ten dealer groups.

ELEAD1ONE continues to lead the industry standard by providing insight to the community, identifying trends, and through the continuous development of personalized retail solutions that help dealers operate more profitably. For more information, visit our Website, like us on Facebook, YouTube, or follow us on LinkedIn, Twitter, and Instagram.

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