



DEALER*M*INE | CRM

Know More. Book More. Sell More.

SERVICE CRM

Book more.
Sell more.
Turn your Service BDC into a profit centre.

45%

Increase BDC
Productivity

18%

Increase Customer
Pay Service
Revenue

MAINTENANCE RECOMMENDATIONS

The information your service team needs to drive customer pay revenue. Fully customizable maintenance schedules based on each customer's driving and servicing patterns.

MULTI-CHANNEL COMMUNICATION

Every customer is different, including how they prefer to be contacted. Service CRM offers a range of contact methods, including phone, email, text and direct mail while ensuring privacy compliance.

CONTACT AUTOMATION

The right mix of automation and personal interaction - maximize your outreach with the perfect blend of both.

DECLINED SERVICE

Opportunity walks out your door every day - turn declined maintenance, deferred repairs and refusals into service revenue.

BDC-CENTRIC

Turn every contact into a profitable one. All the information your BDC needs in one customer-centric view.

SERVICE SCHEDULING

Intuitive, easy-to-use service schedule and capacity planner is the perfect blend of appointment scheduling and dispatching. Flexibility to schedule by team, skill group or shop while automatically adjusting for technician skill and availability.

REPORTING

Over 180 reports, industry comparisons, enterprise reporting and benchmarks - everything you need to know about your service and BDC's productivity, sales and performance.

CUSTOMER STAR RATING

Get to know your customers in a more personalized way. Identify your most loyal and profitable customers to make every contact count.



BDC

Managed by us -
Customized by you -
Unmistakable customer experience.

2.8 Million

Calls Handled
Last Year

99.9% Uptime

Nearly Impossible
To Match Outreach
Consistency

SEAMLESS CUSTOMER EXPERIENCE

Your DealerMine coordinator becomes an integral part of your team. Your customers come to view us as part of your dealership.

1:1 RELATIONSHIP

Your dedicated DealerMine coordinator is focused on knowing your business, providing your customers with exceptional service. Your process, our people.

PERFORMANCE STANDARDS

Every day, we monitor and measure hundreds of the metrics and KPI's driving your business, including contact volume, call rate, phone system performance, close rates and more. We dig through the data to get at the numbers that matter.

TOTAL BDC MANAGEMENT

A talented management team focused on the success of your BDC. DealerMine handles recruiting, hiring and training staff, and developing and managing your BDC, so you can focus on what you do best.

SCALED SOLUTIONS

DealerMine's BDC is a fit, no matter your dealership size or style. Big or small, single-point or multi-franchise group, rural or urban: we tailor each partnership to your unique operations.

"DealerMine consistently provides our guests with professional services tailored to exactly how we want our customers treated."

-Galpin Motors



ONLINE SCHEDULING

Book more.
Your customers live online.
You are ready for them.

INTUITIVE INTERFACE

Simple and clean, our intuitive interface gives your customers the freedom to schedule service as they please.

SEAMLESS INTEGRATION

DealerMine's online scheduling portal blends seamlessly with your website and is accessible on any device. Integrating with the CRM and your DMS ensures timely appointments.

MAINTENANCE RECOMMENDATIONS

Maximize the profitability of every interaction with customized maintenance services and pricing, and provide real-time service schedule updates, advisor availability and loaner vehicles.

TELEPHONY

30%

More Outbound
Calls

Speak more.
Book more.
Sell more.

CLICK TO CALL

Coordinators using click to call have 30% more customer outreach. A single click connects you to your customer.

CALL RECORDING

Every call is recorded and easily accessible, giving you the insight needed to coach your staff and develop their skills.

INBOUND CALL HANDLING

Customized inbound-call queues get customers to you as quickly and easily as possible. Our "call pop" feature tells you who's calling before you answer, making for efficient, personalized service.

ANALYTICS

See the big picture and the finer details of call performance. That means high-level and granular data on call duration, staff time spent on outreach and agent call volume.





CUSTOMER CARE

Know more.
Your success is our success.
Let us help you.

ACCOUNT MANAGEMENT

Our industry-leading CRM software is just the beginning. DealerMine's account management team provides a wealth of knowledge to help your dealership thrive. We love to share what we know to help you grow.

BUSINESS SUPPORT

DealerMine gives you the support you need, when you need it. Our team is friendly, efficient and responsive - we are happy to help.

TRAINING

You have the tools. You have the people. Get the most out of both with best practices and skills development training to drive your team forward.

“DealerMine is an invaluable partner within my service operation and I would recommend them to anyone.”

-Peter Callahan
Doxon Toyota

OUR PARTNERS

We've partnered with the best, to give you the best. Our platform integrates seamlessly into your operation – regardless of vendor partners. We have partnerships and data integrations with the best in the business.

