



CXEX for Car Dealerships

Introduction

Overview

CXEX AutoInsights brings AI-driven conversation analytics to car dealerships and manufacturer support centres to boost lead conversion, speed service workflows, reduce complaints and deliver 100%-scale QA and compliance monitoring.

Sector Key Challenges

- Leads slipping through: inconsistent follow-up and poor wrap-up notes.
- Low QA coverage (~2–3%) → coaching gaps and missed training needs.
- High call volume across sales, service and finance with many short calls.
- Late detection of complaints and insufficient evidence for escalations or recalls.

- **Auto call summaries & structured notes** — reduce agent wrap-up time and ensure consistent, CRM-ready call records.
- **Sales Effectiveness Scorecards** — objective scoring for lead qualification, objection handling and closing.
- **Complaint & risk detection listener** — real-time flags for dissatisfaction, compliance issues or escalation risk.
- **AutoQA across full population** — move from sampling to 100% QA with configurable rules and supervised models.
- **Integrations & automation** — native connectors to RAMP (secure archive), CRM, DMS and case management; webhooks create tickets automatically.
- **Coach & improve** — clip exports, micro-learning items and monthly performance packs for team leaders.

How CXEX Can Help