

# epik Auto

Epik provides the Automotive industry with budget-maximizing VOIP solutions, that free auto dealerships from having to worry about their phones and internet so they can focus on their core business.

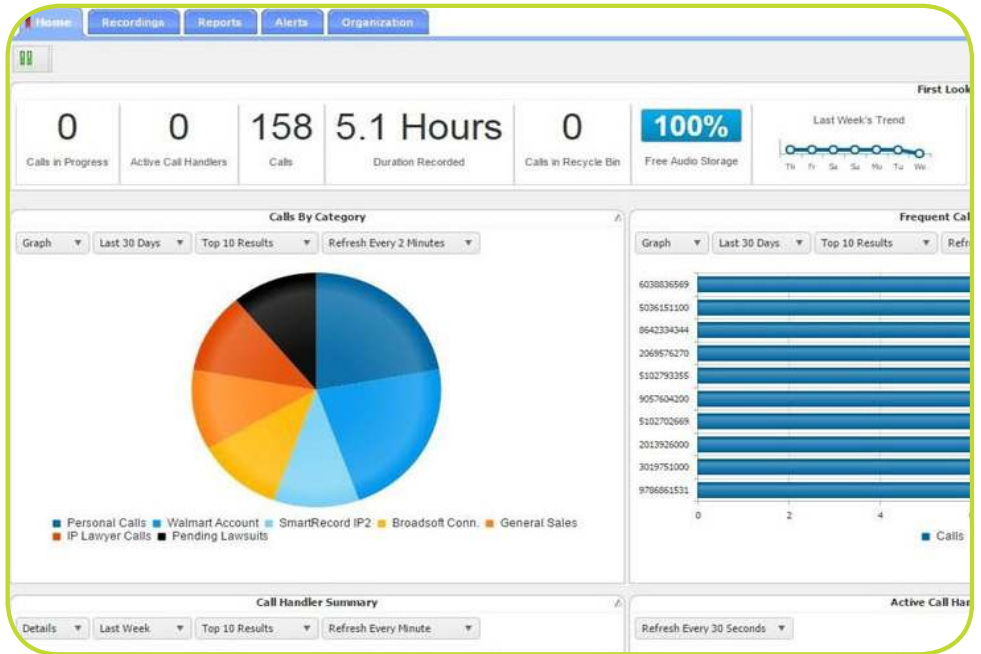






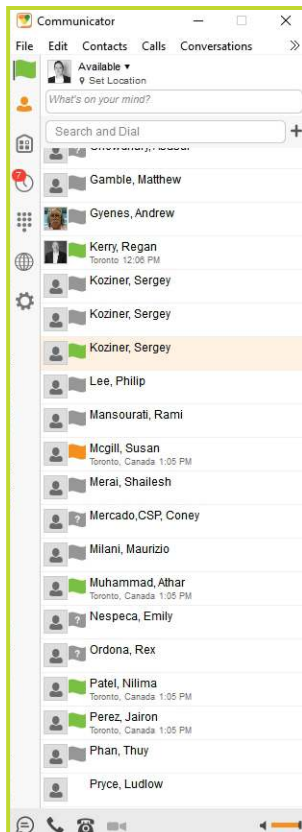
# Custom, Smart call Recording

Search engine for your recordings, barge in capability, call control and coaching. Easily record calls for customer service, dispute resolution, order verification and more to keep quality assurance a top priority.



## Unified Communications & Mobility: –

An app, that lets you see everyone’s status and communicate easily with managers or reps that may be on the road. It will also facilitate conferencing, screen sharing and presentations or video calls with different partners, vendors, manufacturers and internal meetings.



**Unified Corporate Directory:** Extension dial each other across all dealerships and locations – No long distance minutes counted between offices.

## Integration to Legacy Intercom solutions

**Zoned Intercom Integration:** If you have an older intercom system in the building, we can plug into it with the new phones. No need to invest further than a small conversion unit. You can page using your phones, and dedicate the zoned paging across the dealership allows you to page into only the sales area, service area, shop area, parts area, etc

## Full, Market leading platform for BDC & Call Center

A fully comprehensive and de-centralized call center allows us to let you manage your calls from as many dealerships and queues as you need to for your dealer group, while sitting on a top layer over the existing phone system. Tasks, tracking, reporting and recording can all be tracked for all reps as if they’re in one location.

## An incentive program for phone purchases

**Circuits & Mission Critical Environment:** We partner with 99% of Fibre circuit providers across Canada and the US, with private network setups that enable QoS, voice prioritization, guaranteed 99.99% uptime SLAs and a one stop shop for your communication services.





epik networks

## CHALLENGES

Inefficient call handling using legacy systems can negatively impact customer satisfaction, and put a strain on front desk staff. Bad communication and collaboration between staff and customers, at the time of need, can hurt sales. Managing multiple dealership locations and maintaining a consistent and high quality customer experience can be very difficult.

## SOLUTION

Epik Networks has a VOIP solution for dealerships of all sizes – whether its a single location, or a multi-location dealership. With a VOIP system you can take advantage of an intelligent auto attendant with optimized call routing, a unified corporate directory, call recording and reporting, and much more.

### About EPIK

Epik has been in the VOIP business since 2005. We provide auto dealerships with all the support and technology required to connect branches that are geographically distinct from one another while offering a seamless integration of voice, data and video – simply and affordably. Our PBX platform, Broadworks, holds 41% global market share, making it a world leader in hosted VOIP technology. Our fibre-optic based network is connected into 99% of the carriers across the country, and we provide our clients with 99.99% uptime guarantees and Quality of Service (Voice clarity, no echo, no choppy calls, no dropped calls). We specialize in serving mission critical telephony environments across North America, with 24 hour live tech support and dedicated Account Managers.

**LET'S TALK!**

**1 866 353 9333**

**[www.epiknetworks.com](http://www.epiknetworks.com)**