

The most comprehensive customer experience intelligence engine made only for the automotive industry... in the cloud.

Results Driven
CRM Integrated.

TotalCX

No More Missed Revenue Opportunities

TotalCX Customer Experience Intelligence Engine combines AI and automation technology with people power to increase sales, service and profitability for automotive dealers.

TotalCX's exclusive technology captures and analyzes voice and text communications in real time, automatically alerting stakeholders to accelerate decision-making that improves customer experience and business results.



Unlimited Users with Unlimited Storage

Add as many users, devices and groups regardless of your plan size.



Best in Industry Lead Tracking and Accountability

Featuring AI functionality that captures ALL calls and sends alerts to prevent missed opportunities. View conversational AI in real-time.



Artificial intelligence (AI)

✔ Keyword detection

Automatically detects spoken words and phrases in live conversations and converts to text.

✔ SMS/Email Alerts

Alerts let you know instantly when a keyword or phrase is detected.

✔ Live Text Call Monitoring

View or listen in on any call in progress. Keywords and phrases are highlighted automatically.

✔ Hangup Notification

Proactive customer service. Return calls after the customer hangs up from being on hold too long.

✔ Call Tagging

Calls are automatically tagged according to their content.

✔ Call Scoring

Calls can be graded and used for learning and assessment.

✔ Appointment Extraction

Automatic detection of appointments being made.

✔ Mishandled Call Detection

Be alerted whenever a call is being mishandled.

✔ Missed Opportunity Detection

Now when opportunities are being missed and save them.

Recording and monitoring

✔ Recording Disclaimers

Automatically inform the caller that the call is being recorded.

✔ Whisper & Barge

Coach an agent on a live call without the customer hearing.

✔ Recording Kill Switch

Stop a call from being recorded.

✔ Agent Only

Option to record the agent only.

✔ Simultaneous

Deliver a call to up to 12 phones simultaneously.

✔ Waterfall

Deliver a call to one person, if they don't answer roll over to the next.

✔ Round Robin

Distribute calls evenly among a group of people.

✔ Geo-Routing

Distribute the call according to the zip code of the caller.

✔ Auto-Attendant

Route calls to the correct department based on the need of the caller.

Analytics and reporting

Power filtering, sorting and grouping allow you to view your data the way you want.

✔ Proactive Dashboard

The interactive dashboard is designed to be open at all times viewable to owners, general managers and sales and service managers that are involved in customer calls.

✔ Call Reporting

View all inbound and outbound calls revealing delivered, unmatched, missed and abandoned calls as well as number of appointments made.

✔ Track Alerts

Records all alerts flagged in calls from the custom library of keywords and phrases.

✔ Call Tracking

Measure marketing campaign ROI at any time. Allowing you to adjust spend based on performance.

✔ Call Performance

Measure call performance by department and by user.

✔ CRM Integration

Contact data and activity is sent directly to the integrated CRM.