

Vehicle Recall Notification



The **Vehicle Recall Notification** sub-module notifies vehicle owners that there is a recall on their vehicle and allows them to hear the details of the recall. Following the recall message, the system provides an option for the vehicle owner to book a service appointment.

How it works is, the **Vehicle Recall Notification** messaging script first announces that there is an important message for the owner of a vehicle.



Example: *“Hi, this is (name of dealership) calling. We have an important message for (vehicle owner) concerning (vehicle make/model/year).”*

Press 1 now if you are (vehicle owner) and wish to hear this message now (the Vehicle Recall Notification system will play the message concerning the details of the recall and give the caller the option to book a service appointment through the automated booking system or a live service agent).

Press 2 if you are not (vehicle owner) and are able to take a message. (The Vehicle Recall Notification system will inform the caller that the vehicle owner has a message concerning his/her vehicle that can be retrieved anytime by dialling a specific phone number with a specific mail box number).

The vehicle recall notification message is stored on the system for 30 days so that the vehicle owner can call in at his/her own convenience to hear the vehicle recall notification message at anytime, while allowing the vehicle owner to book an appointment concerning the recall at a later date.



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Automotive Telephony Applications like Dealership Voice Broadcasting are quickly

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