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# How Voice AI Improves Service Approvals

Clarity, Confidence, and Consistency  
in Every Call

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# The Problem in Service

- Advisors often skip or rush MPI calls.
- Texting the MPI report is easy → but it doesn't sell the work.
- Customers often get shop talk explanations or not enough understanding of work recommended.
- So often not all the work gets pitched.

## Leader Question:

How many MPIs in your store go without a follow-up call every week?



# What's Really at Stake

- Missed calls = missed approvals = lost revenue.
- Customers don't see the value when they don't hear from us.
- Advisor doesn't meet goals or income potential.

## **Leader Question:**

What impact does missed or poor quality calls have on CSI in your store?



# The Communication Crisis

- 68% of customers prefer text updates, only 18% prefer calls.
- But approvals often need a **voice explanation**.
- Advisors avoid calls → approvals stall.
- If customers don't know the value and benefits of the work needed then they decline work.

## Leader Question:

Do your advisors default to text even when a call would be more effective?



# Why Voice Still Matters

- Hearing an explanation builds trust and urgency.
- Customer questions should be answered not assumed that the report is doing that.
- Customers spend more when they fully understand risk & benefit.
- A voice is inviting, relational and friendly vs an icy, basic text.



# Why AI Can Help

- Delivers a consistent structure every time.
- Explains jobs in clear, shop talk-free terms.
- Frees advisors to focus on in person relationships, not repetitive calls.
- Pitches all the work every time!

## **Leader Question:**

Where do you see inconsistency most often — in how jobs are explained, or in whether calls even get made?



# Building Trust With Voice AI

- Neutral tone: not pushy, not emotional.
- Always transparent: customer knows it's a digital assistant.
- Option to transfer to live advisor for questions.



# Example Call Flow

- **Job:** An alignment makes sure your wheels are set straight so the car drives the way it should.
- **Risk:** If it's off, the car can pull to one side, the steering wheel can feel shaky, and the tires wear unevenly. That means you'll need to replace them sooner, which costs more money, and it also makes the car less safe to drive.
- **Reward:** With the alignment done, the car drives straight and smooth, the tires wear evenly, and they last longer — saving you money and keeping you safer
- **Leader Activity:**  
How many of your advisors explain the Job, Risk, and Reward in plain language?



# Real-World Benefits

- Consistent customer explanations.
- More approvals captured.
- Advisors gain time for face-to-face connection.
- Clear documentation of every call.



# Industry Data Snapshot

- AI in service reduces handling time 40–50%.
- Customer satisfaction can improve 15–30% when calls are consistent.
- 73% of customers believe AI will improve service quality.



# Overcoming Concerns

- Advisor fear: “AI will replace me.” → Actually, it supports them.
- Customer concern: “I want a real person.” → Always available option.
- Generational differences: older customers value live help, younger prefer efficiency.

## **Leader Question:**

Which group in your store would resist this more — your advisors or your customers?



# The ROI of Consistent Communication

- More approvals = more revenue.
- Example: 10 more approvals, per advisor, per week, can mean thousands in additional gross.
- Reduced advisor stress & turnover.

## Leader Question:

If your advisors secured 10 more approvals a week, what would that mean for your bottom line?



# The Future of the Service Lane

- Every customer hears a clear explanation.
- Advisors are freed up for upsells & guest relationships.
- No lost MPIs, no missed opportunities.
- Technicians are turning wrenches more and happier.
- Shop hours are up.



# Call to Action

- Reflect: *“Where is communication breaking down on your service calls today?”*
- Challenge: *“What would it look like if every MPI received a consistent, clear voice explanation within minutes of technician report completed?”*



# Wrap & Q&A

- Voice AI isn't about replacing people — it's about making sure no opportunity slips through the cracks.



**QUESTIONS?**

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