

Take the right actions to sell more

Marchex Sales Edge Engage is a conversation intelligence solution that empowers your team to improve sales outcomes while delivering a better buying experience.

It unlocks the content of your conversations and enables you to increase sales efficiency, take the right action to make the most of every opportunity, and sell more.

- Focus your team's follow-up conversations on the best leads using actions lists
- Create deal-saving action alerts so a team specialist can save a lost sale after a conversation ends unsuccessfully
- Drive accountability and ensure your sellers follow up on leads
- Have reality-based coaching discussions with your sellers following recent sales conversations

Key Benefits



Modernize Your Sales Process

Understand your customer's intent and conversation outcome using Conversation Intelligence.



Increase Sales Efficiency

Boost your sellers' productivity by automating your workflow.



Rescue Lost Sales

Save the sale before they call your competitor.



Deliver a Better Buyer Experience

Ensure your customer receives the experience your brand represents.

Dealer Packages

Engage 400

400
sales
conversations

Engage 600

600
sales
conversations

Engage 1,000

1,000
sales
conversations

Engage 2,000

2,000
sales
conversations

Engage 4,000

4,000
sales
conversations

+500
sales
conversations

Add-on 500

Premium CRM Integration*

*Based on CRM vendor – not required for all CRM's

Product Features

Action Alerts

Get alerts about missed opportunities so you can take quick action to save the sale.

The screenshot shows the Marchex Motors workspace interface. A 'Share Call' dialog box is open, allowing the user to share call details via email or SMS. The email recipients field contains 'max.wright@marhexmotors.com' and the SMS recipients field contains '333.444.4444'. The additional message field contains 'Call them back!'. Below the dialog, a notification email is shown with the subject 'Notification - Missed Conversions' and the body text: 'Missed Conversions identified at Marchex Motors', 'Date: 11/03/2020 03:09 PM Eastern Time', 'FRANK ADAMS +11234567890', and 'Re: Chevrolet Equinox, Chevrolet Traverse'. The email includes buttons for 'LISTEN TO CALLS' and 'LISTEN & VIEW CALL DETAILS'.

Action Alerts Configuration

Action Alerts (email)

The screenshot shows the Marchex Motors workspace interface displaying a list of missed conversions. The list includes the following entries:

Name	Time	Source	Status	Lead
MARY EVANS	Today 1:58 PM	Default Website Call Tracking...	New	Unknown
FRANK ADAMS	Today 1:54 PM	Business Listing	New	Unknown
MICHAEL SMITH	Today 10:47 AM	Default Website Call Tracking...	New	Unknown
LISA JONES	Yesterday 4:01 PM	Business Listing	New	Unknown
SARAH FISHER	Yesterday 12:51 PM	Business Listing	New	Unknown
MARK BROWN	Yesterday 12:30 PM	Business Listing	New	Unknown
GEORGE WHITE	Yesterday 11:44 AM	Business Listing	New	Unknown
DARYL MILLER	Yesterday 10:46 AM	Business Listing	New	Unknown
CARA DAVIS	Nov 3 5:23 PM	Business Listing	New	Unknown

The detailed view for SARAH FISHER shows the following information:

- Agent: Unknown
- Caller Info: 333-333-3333, SARAH FISHER, 642 PARK RD, REDMOND WA 98052
- Department: Sales
- Product/Services Identified: 2020 Chevrolet Suburban, Chevrolet Suburban
- Comments: [Call Evaluation: 11/04/20 12:03 PM (Central)]: calling for sales. Outcome: Negative/Appointment - Not Booked CSR: Administrator CSR Performance: Negative/Appointment - Not Booked
- Lead Intensity: Low

Action List: Missed Conversions

Action Lists

Action Lists highlight a set of calls that require specific follow-up action.

Additional Lines

Capture more conversations from any marketing channel and any seller's phone.

Workflow Management

Know which calls you've acted on and who's involved.

Marchex Motors

Workspace

Missed Conversions | Sales Followup | Customer Callback | Sales Conversations

Missed Conversions: 48 hours

Name	Time	Topic	Status	Priority
JIM NELSON	Today 3:12 PM	Default Website Call Tracking...	New	Unknown
ANDREW RIVERA	Today 2:46 PM	Business Listing	New	Unknown
MARY EVANS	Today 1:58 PM	Default Website Call Tracking...	New	Unknown
FRANK ADAMS	Today 1:54 PM	Business Listing	New	Unknown
MICHAEL SMITH	Today 10:47 AM	Default Website Call Tracking...	New	Unknown
LISA JONES	Yesterday 4:01 PM	Business Listing	New	Unknown
SARAH FISHER	Yesterday 12:51 PM	Business Listing	New	Unknown
MARK BROWN	Yesterday 12:30 PM	Business Listing	New	Unknown

JIM NELSON

Today 3:12 PM

Agent: Unknown

Caller info: 111-222-2222 JIM NELSON

Department: Sales

Product/Services Identified: Moving

Comments: ---[Call Evaluation:11/05/2020 02:26 PM (Central)]

Sales Conversation Recording and Transcript and Workflow Management

Marchex Motors

Workspace

Missed Conversions | Sales Followup | Customer Callback | Sales Conversations

11-5-20 2:26 PM

Inbound from 999-999-9999

Sales Conversations 2 of 41

Duration: 2:24

TRANSCRIPT | DETAILS | TAGS/NOTES | AMEND

Start time: 2:26:19 PM

Duration: 2:24

Rings: 10

Answered by: 000-111-1111

Agent time: 0:37

Caller time: 1:05

Call DNA® outcome: Conversation

Org unit: Marchex Motors

Agent: Unknown

Caller info: 999-999-9999 MARTIN BAKER 1274 THIRD AVE EVERETT WA 98201

Department: Sales

Products/Services identified:

Notes:

Lead intensity: Low

Visual Conversation Playback with Transcription

Visual Conversation Playback

Listen and move quickly through the most interesting parts of a recorded conversation and follow along via the synchronized transcript.

CRM Integrations

Automatically keep your CRM views up to date with conversation events and outcomes.

Enroll Now

Improve sales through stronger call handling

New features and improved customer support make signing up for the GM Phone Analytics Booster Pack a no-brainer.

Turn conversations into customers



Enhanced Caller ID

Make the most of every conversation



Call Transcripts

Identify trends and insights based on actual conversations



Lead Push to CRM

Integrate with your CRM system to maximize results



Lost Opportunity Alerts

Call prospects back before they call your competition



High-Intent Dashboard

Prioritize highest value leads



Agent Script Tracking

Help your team deliver a best-in-class customer experience



Track More Calls

Additional call tracking lines available

Packages

BRONZE

500
calls

SILVER

900
calls

GOLD

1,400
calls

PLATINUM

3,000
calls

DIAMOND

6,000
calls

Reduce Failed Calls | Improve Customer Experience | Increase Sales

Let's get started

SIGN UP TODAY