

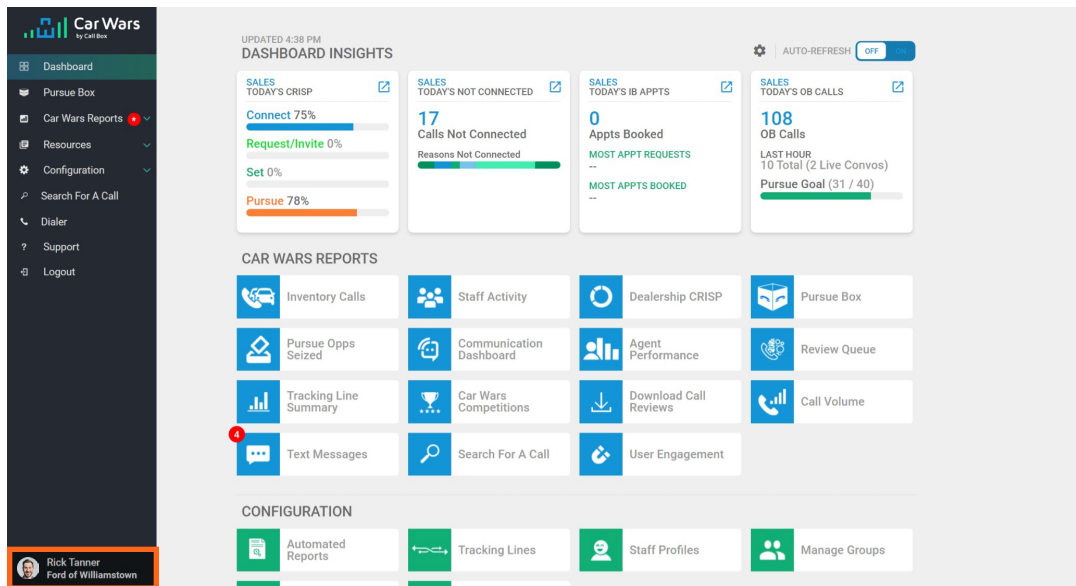
VOICE RECOGNITION ENROLLMENT

1

Start by logging into your Car Wars account you want your voice recorded in from your Internet browser (Chrome is recommended). Each Individual must login to their own account with their unique credentials to complete voice recognition. If you can't remember your credentials, ask your manager for your username or contact support.

2

Locate your staff profile. You can find it by clicking on your name in the bottom left corner of your dashboard.



The screenshot displays the Car Wars dashboard interface. On the left is a dark sidebar with navigation options: Dashboard, Pursue Box, Car Wars Reports, Resources, Configuration, Search For A Call, Dialer, Support, and Logout. The main content area is titled 'DASHBOARD INSIGHTS' and includes several key performance indicators (KPIs) with progress bars: 'Connect 75%', 'Request/Invite 0%', and 'Pursue 78%'. Other KPIs include '17 Calls Not Connected', '0 Appts Booked', and '108 OB Calls'. Below these are 'CAR WARS REPORTS' such as Inventory Calls, Staff Activity, Dealership CRISP, Pursue Box, Pursue Opps Seized, Communication Dashboard, Agent Performance, Review Queue, Tracking Line Summary, Car Wars Competitions, Download Call Reviews, Call Volume, Text Messages, Search For A Call, and User Engagement. At the bottom is a 'CONFIGURATION' section with options for Automated Reports, Tracking Lines, Staff Profiles, and Manage Groups. The user's profile 'Rick Tanner, Ford of Williamstown' is visible in the bottom left corner.

3

Click "Set Up Now."

2

Rick Tanner LOGOUT
Forgot password?

Details Do you handle calls? YES NO

Name: Rick Tanner
 Username: ricktanner
 Email: rtanner12@email.com
 Role: Automotive: BDC Manager

Administrative Access is Required to Set Up an Agent Line
 SET UP AGENT LINE

Mobile Phone: Enter Your Phone Number
 Desk Phone #: 214-555-0001
 Phone Code: 1234
 Share ID: 1234567
 Outbound Line: Outbound Line | 214-555-0000

SAVE

Voice Recognition Not Enrolled ⓘ
 Make your day easier! Set up your voice recognition profile so your inbound calls are assigned.
 SET UP NOW

Groups
 Groups labeled as "default" control various aspects of reporting and call reviews.
 Car Wars Sales (default)

Reports

4

If you have not provided consent, please review the disclaimer and click "Proceed."

Voice Recognition ×

Your account is using Voice Recognition. Review the terms of service to get started now.

Biometric Information Terms of Service

Important: Read Carefully. By accessing or using Car Wars and/or Call Box proprietary software program (the "Service"), the individual or entity accessing the Service, hereinafter referred to herein as "You" and "Your" agree to be bound by these terms of Service (the "Terms"). If You do not agree to these Terms, You must not access or use the Service, and You must notify Call Box within five (5) days regarding same.

Call Box is pleased to offer You access to, and participation in, the Service. You understand and acknowledge that use of the Service may include the collection of biometric identifiers and biometric information (defined below) from You and possibly other third parties. In accordance with Your use of the Service and in consideration for providing You with access and use of the Service, You hereby understand and agree to the Terms specified herein.

Biometric Data

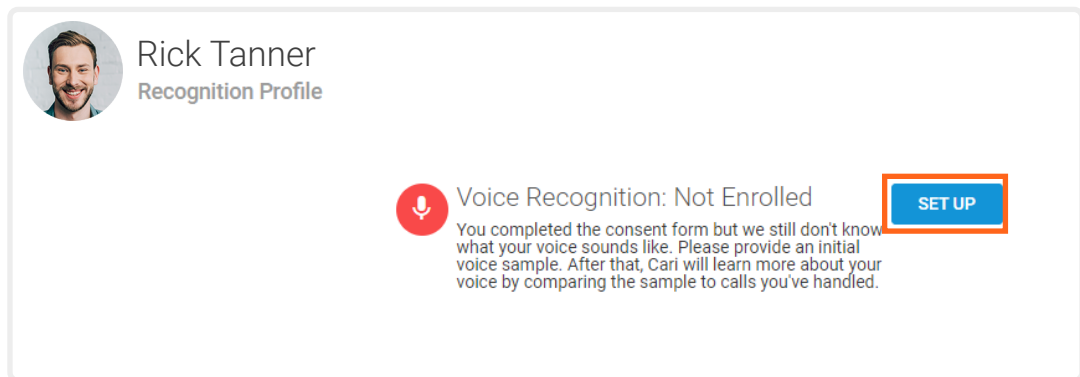
As used herein, "biometric identifier" means a retina or iris scan, fingerprint, voiceprint, or scan of hand or face geometry. Biometric identifiers do not include writing samples, written signatures, photographs, human biological samples used for valid scientific testing or screening, demographic data, tattoo descriptions, or physical descriptions such as height, weight, hair color, or eye color. Biometric identifiers do not include information captured from a patient in a health care setting or information collected, used, or stored for health care treatment, payment, or operations under the federal Health Insurance Portability and Accountability Act of 1996.

PROCEED


5

Click "Set Up" for Voice Recognition.

3



Rick Tanner
Recognition Profile

 Voice Recognition: Not Enrolled

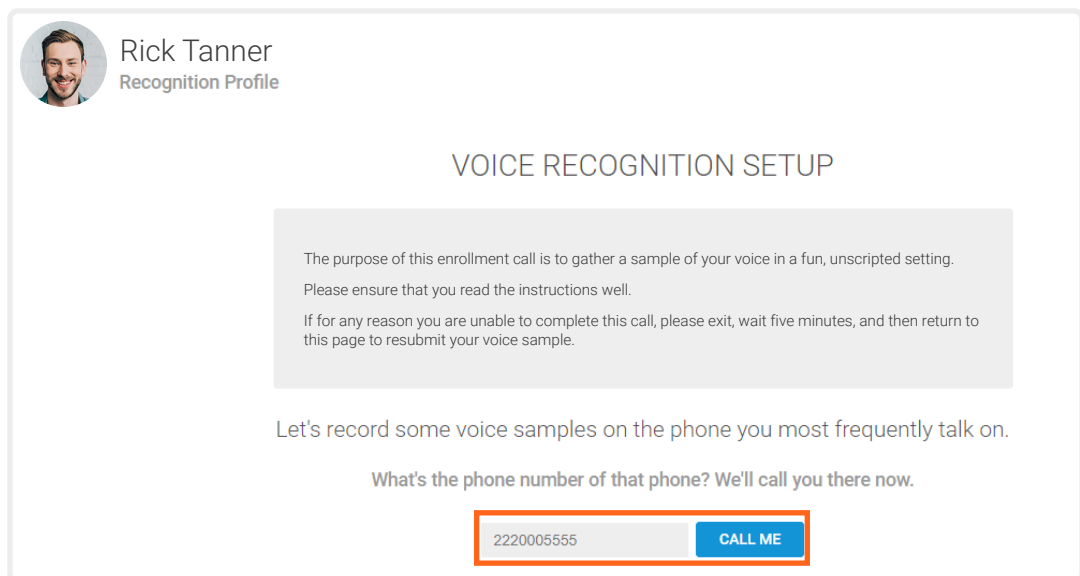
You completed the consent form but we still don't know what your voice sounds like. Please provide an initial voice sample. After that, Cari will learn more about your voice by comparing the sample to calls you've handled.

[SET UP](#)

6

It is important to find a quiet spot to complete enrollment. The clearer we can hear your voice, the more successful the results. Please use a phone number which reaches you directly.

Note: The number is not saved in the system; it is only used to call you for enrollment.



Rick Tanner
Recognition Profile

VOICE RECOGNITION SETUP

The purpose of this enrollment call is to gather a sample of your voice in a fun, unscripted setting. Please ensure that you read the instructions well.

If for any reason you are unable to complete this call, please exit, wait five minutes, and then return to this page to resubmit your voice sample.

Let's record some voice samples on the phone you most frequently talk on.

What's the phone number of that phone? We'll call you there now.

[CALL ME](#)

7

When your phone rings, answer. Follow the prompts on the screen and once completed. Hang up the phone. We will begin to process your voice sample.

THANKS FOR ENROLLING!

For additional setup help, please **contact our Support team at 214-446-7867.**