

Connecting Auto Attendant with Enquiry Generators

Use this guide to connect your web-based enquiry generators to your Auto Attendant.

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Introduction

Auto Attendant is designed to automatically respond to customer enquiries on your vehicles listed on websites like Trade Me.

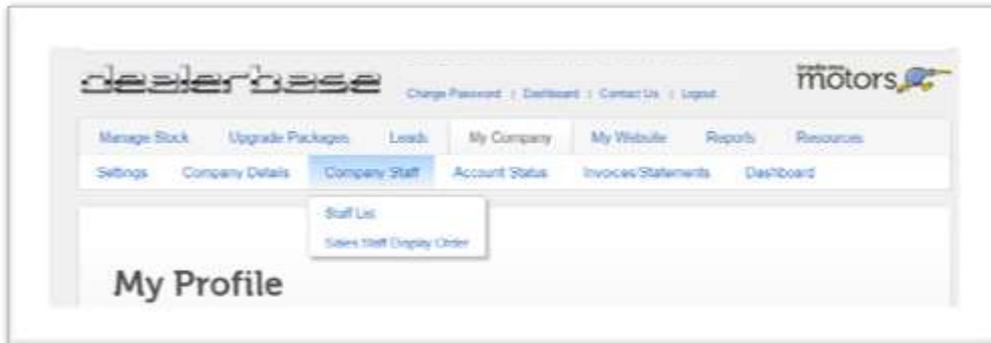
Auto Attendant works by sending your enquiries to an intermediary email address, where they are processed, responded to and then finally forwarded on to you, so you may continue the sales process.

In order to allow this, those places you currently receive email enquiries from, will need to have the email address the enquiries are sent to, updated. We will provide you with that new email address and then depending on your current providers, you will need to complete the following instructions for each provider.

If you have any questions regarding this setup please do not hesitate to contact our support team on 0800 623 687 or via email support@motorcentral.co.nz.

Trade Me & Autobase

1. Log in to Dealerbase (www.dealerbase.co.nz). If you do not know your login details please contact the Trade Me Motors support team to obtain them, on **0800 42 88 62** or via email motorsinfo@trademe.co.nz.
2. Once logged in, from the main menu go to **My Company > Company Staff > Staff List**.



3. In the **Staff List** for each staff member with a green tick under the **Sales** column:

- Click the **edit** link

Stock	Sales	Active	Edit
✓	✗	deactivate	edit
✓	✓ (with arrow)	deactivate	edit
✓	✗	deactivate	edit

- Under the **Staff Members** details change **Email** to the email address you have been provided by the Motorcentral team. This will end with **@dealerzone.co.nz**.

First name * js
 Last Name Hogg
 Job Title Sales Manager
 User Name * js100549
 Work Phone 03 321 8966 Ext
 Mobile 027 43219678
 Email hoggjs@dealerzone.co.nz
 Email Send Options
 HTML format
 Vehicle Wanted Ads
 Aged Stock Notifications

- Click the **Save** button at the bottom of the screen
4. Repeat Step 3 for each staff member that currently has a green tick displayed under the **Sales** column.
 5. Send yourself a test enquiry on a vehicle listed on Trade Me or Autobase and verify you receive the enquiry.

Autotrader

1. Please contact the Autotrader Support team on 0800 800 146 or via email internet@bauertrader.co.nz.
2. Advise them you wish to update the email address that enquiries are sent to. Update to the @dealerzone.co.nz email address provided to you by the Motorcentral team.
3. Send yourself a test enquiry on a vehicle listed on Autotrader and verify you receive the enquiry.

Your website

1. Please contact your website support team.
2. Advise them you wish to update the email address that enquiries on vehicles are sent to. Update to the @dealerzone.co.nz email address provided to you by the Motorcentral team.
3. Send yourself a test enquiry on a vehicle listed on your website and verify you receive the enquiry.

Other enquiry generators

1. Please contact the Motorcentral support team on 0800 623 687 or via email support@motorcentral.co.nz to discuss integrating Auto Attendant with other online enquiry generators.