VOLIE + TOYOTA REDLANDS

ACHIEVING OVER 20% YEAR-OVER-YEAR GROWTH IN SERVICE APPOINTMENTS

at Toyota of Redlands with Volie

Andrew Waddell | *Service Drive Manager, Toyota of Redlands*

Toyota of Redlands, under the leadership of Service Drive Manager Andrew Waddell, faced significant inefficiencies in their Service BDC operations. The manual processes, including printing endless sheets of paper and tracking appointments manually, **led to wasted resources and difficulty in managing productivity**. Seeking a more streamlined and effective solution, Andrew turned to Volie, a decision that would significantly improve their operations.

YEAR-OVER-YEAR GROWTH

October 14% *YOY increase*

November 23% *YOY increase*

December 19% *YOY increase*

January 21% *YOY increase*

HUNDRED TIMES FASTER

Increased Efficiency: *Andrew estimates the process is now "a hundred-times faster" than the previous manual system. The exact time saved is difficult to quantify due to the dramatic improvement.*

From **95** PER DAY | *To* **150-170** PER DAY

Appointment Growth: *The dealership saw a dramatic increase in daily appointments, from an average of 95 per day in January 2024 to 150-170 per day in January 2025.*

Andrew Waddell's advice to other dealers considering Volie:
"Embrace it. Don't be afraid of the change—it's going to be a good change."

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CHALLENGES BEFORE VOLIE

Before implementing Volie, Toyota of Redlands' BDC operations were bogged down by manual processes:

Inefficient Call Management: BDC agents relied on printed lists to make calls, which was time-consuming and prone to errors.

Lack of Real-Time Monitoring: Management struggled to track agent productivity in real-time, relying instead on end-of-day or end-of-week reports that lacked granularity.

Resource Wastage: The use of paper was excessive, contributing to both environmental waste and operational inefficiency.

ADDITIONAL RESULTS AND IMPACT

The transition to Volie brought significant improvements across various metrics:

Enhanced Productivity Tracking: Managers can now monitor agent performance in real-time, identifying and addressing issues promptly.

TLE Score Improvement: Toyota of Redlands improved their TLE score from 97% in March 2024 to 101% within a year, mirroring the success of another dealer in their 20 group who recommended Volie.

EASE OF USE: Andrew highlighted the system's intuitive design, stating, **"If I can learn it, anybody can learn it."**

SUPPORT TEAM EXCELLENCE: Volie's support team played a crucial role in the smooth rollout. Their assistance ensured that the transition was seamless and effective.

THE VOLIE SOLUTION

Volie provided an automated, intuitive platform that revolutionized the way Toyota of Redlands managed their BDC:

Automated Call Lists: By uploading VINs from Toyota's database into Volie, the system automatically managed call distribution to agents.

Real-Time Productivity Monitoring: Volie's analytics allowed management to see agent activity and productivity in real-time, enabling immediate coaching and adjustments.

Operational Efficiency: The need for printed call lists was eliminated, saving time and resources while improving organizational efficiency.

EMPLOYEE AND LEADERSHIP FEEDBACK

Agent Satisfaction: Initial resistance to the new system quickly turned into enthusiasm. Agents appreciated the streamlined process and the increased appointment rates, which were tied to incentive pay plans.

Leadership Approval: Dealership leadership praised Andrew for implementing Volie, recognizing the system's role in the store's record-breaking performance. They were so impressed that they introduced Volie to a sister store and other dealers in their network.

Operational Ripple Effect: The increased efficiency and appointment volume positively impacted service advisors and technicians, creating a "trickle-down" effect that boosted overall dealership performance.

Transitioning from a fragmented, spreadsheet-based system to a centralized, technologically advanced solution substantially improved call management and tracking accuracy. Integrating Volie's technology and streamlined processes allowed the BDC to manage higher call volumes and deliver better service efficiently, resulting in enhanced overall performance.

sales@volie.com | 239-201-4944

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