PULSE™ Volie Intelligence + TONY GROUP

PULSE VOLIE INTELLIGENCE POWERS TONY GROUP'S CUSTOMER EXPERIENCE

Tony Group, a prominent automotive dealer group in Hawaii, has always prioritized customer service and relationship-building. With multiple departments and a growing service BDC, ***they needed better visibility into call handling, coaching opportunities, and overall customer sentiment.***

After implementing Volie in 2023, Tony Group streamlined call tracking, reporting, and team performance monitoring. In 2025, they took a major step forward by adopting Pulse, Volie's AI-powered call intelligence solution, to enhance call quality monitoring and customer care.

RESULTS

Faster QA + Coaching

Improved First-Call Resolution

Higher Accountability + Visibility

Stronger Customer Relationships

Organizational Impact

"At Tony Group, we focus a lot on customer service and taking care of our guests. Pulse helps us understand what our guests are actually saying, so we can respond and improve in real time."

Hannah Herd | *Guest Relations Manager*

VOLIE

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CHALLENGES BEFORE VOLIE

Before Volie and Pulse, Tony Group's BDC operations were heavily manual:

Time-consuming QA process: Listening to a single call for coaching could take up to 30 minutes, making it nearly impossible to review calls at scale.

Limited visibility: Tracking missed calls, voicemails, and agent performance required manual effort, slowing down response times.

Coaching bottlenecks: Managers struggled to find enough time to provide consistent, detailed feedback to associates.

Customer experience risks: Without a way to quickly catch and address customer frustrations, issues sometimes went unresolved.

RESULTS AND IMPACT

With Pulse, Tony Group's BDC saw measurable improvements:

Faster QA and coaching: Managers spend less time listening to calls and more time training agents with actionable feedback.

Improved first-call resolution: More customer concerns are resolved during the initial call, reducing repeat calls and customer frustration.

Higher accountability & visibility: Associates receive clear coaching and training tailored to real customer interactions.

Stronger customer relationships: Negative experiences are identified quickly, allowing the team to call back customers, resolve issues, and strengthen trust.

Organizational impact: Insights extend beyond the BDC - service, finance, and other departments now benefit from real customer feedback.

SOLUTION: VOLIE + PULSE

Volie streamlined BDC operations from day one, eliminating manual reporting and making performance metrics visible across the team. When Pulse was introduced, Tony Group was quick to adopt it.

Easy Onboarding: Pulse was activated quickly with hands-on support from the Volie team. Managers introduced the tool to their associates, and although agents were initially nervous about having all their calls visible, they quickly embraced it once they saw how it improved coaching and results.

Key Features Used

AI-driven call transcription – Saving hours of manual QA.

Sentiment analysis filters – Allowing managers to quickly flag negative experiences and address them.

Automated email alerts – Notifying managers immediately when flagged calls require attention.

Cross-department collaboration – Sharing call insights with service and finance managers for improvements.

CONCLUSION

By adopting Pulse Volie Intelligence, Tony Group transformed its call quality assurance process, empowered its associates with coaching and training, and elevated the customer experience across departments.

Pulse didn't just make the BDC more efficient; it gave Tony Group the tools to strengthen relationships, resolve issues faster, and set a higher standard for service excellence.

RESULTS AND IMPACT

As Tony Group continues to grow, Volie and Pulse remain central to their customer service strategy. The team plans to expand training practices, leveraging AI-driven insights to further improve performance across the dealership.

"We're in a growth stage right now and Volie will definitely be involved in our future."

Hannah Herd | *Guest Relations Manager*

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