



Using Freespee

Freespee is the new Stellantis group solution replacing Trackback to enable call tracking and recording with Customer FIRST.

- 1 When you open a lead you will see the Freespee contact details in the top right hand corner. As before, you can use this number and code to contact the customer and **automatically** update the Customer FIRST record to show you have made contact with the customer

The screenshot displays the Customer FIRST interface for a lead named Mrs. TEST TEST. The top navigation bar includes a search bar and user profile. The lead details section shows various attributes such as Activity (New Vehicle), Lead Source (Brand Site), Lead Status (New), and PSABrand (Vauxhall). The 'Customer Information' section is expanded, showing fields like Name, National Id, Language, Birth Date, Customer (TEST TEST), Preferred Contact Method, Email (testtesttest@yopmail.com), Lead Owner (TONY BOYD), and Tech_FakeLastName. On the right side, there is a 'TIMELINE' section with options for 'Log a Call', 'New Task', 'New Event', and 'Email'. A 'Recap your call...' button is visible. Below this, there are filters and a section for 'Upcoming & Overdue' tasks, which currently shows 'No next steps'.

We are working on future functionality to enable a 'Call now' button which will allow you to connect to the customer on your chosen phone number with one click in Customer FIRST!

Freespee Call Tracking

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Where to find the Freespee number and using Call back

