



Take the right actions to sell more

Marchex Sales Edge Engage is a conversation intelligence solution that empowers your team to improve sales outcomes while delivering a better buying experience.

It unlocks the content of your conversations and enables you to increase sales efficiency, take the right action to make the most of every opportunity, and sell more.

- Focus your team’s follow-up conversations on the best leads using actions lists
- Create deal-saving action alerts so a team specialist can save a lost sale after a conversation ends unsuccessfully
- Drive accountability and ensure your sellers follow up on leads
- Have reality-based coaching discussions with your sellers following recent sales conversations

Key Benefits



Modernize Your Sales Process

Understand your customer's intent and conversation outcome using Conversation Intelligence.



Increase Sales Efficiency

Boost your sellers' productivity by automating your workflow.



Rescue Lost Sales

Save the sale before they call your competitor.



Deliver a Better Buyer Experience

Ensure your customer receives the experience your brand represents.

Dealer Packages

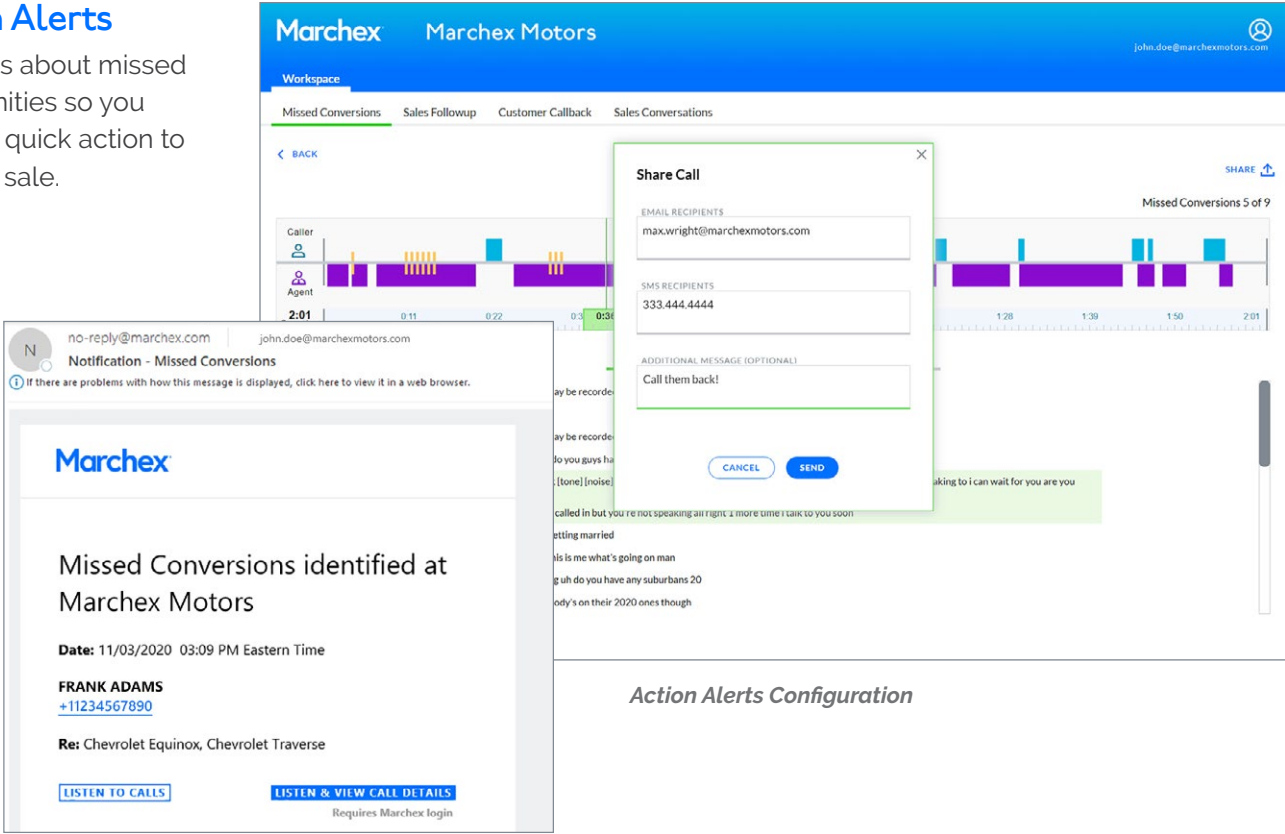
<p>Engage 400</p> <p>400 inbound conversations</p>	<p>Engage 600</p> <p>600 inbound conversations</p>
<p>Engage 1,000</p> <p>1,000 inbound conversations</p>	<p>Engage 2,000</p> <p>2,000 inbound conversations</p>
<p>Engage 4,000</p> <p>4,000 inbound conversations</p>	<p>+500 inbound conversations</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Add-on 500</p>
<p>Premium CRM Integration*</p>	

*Based on CRM vendor – not required for all CRM's

Product Features

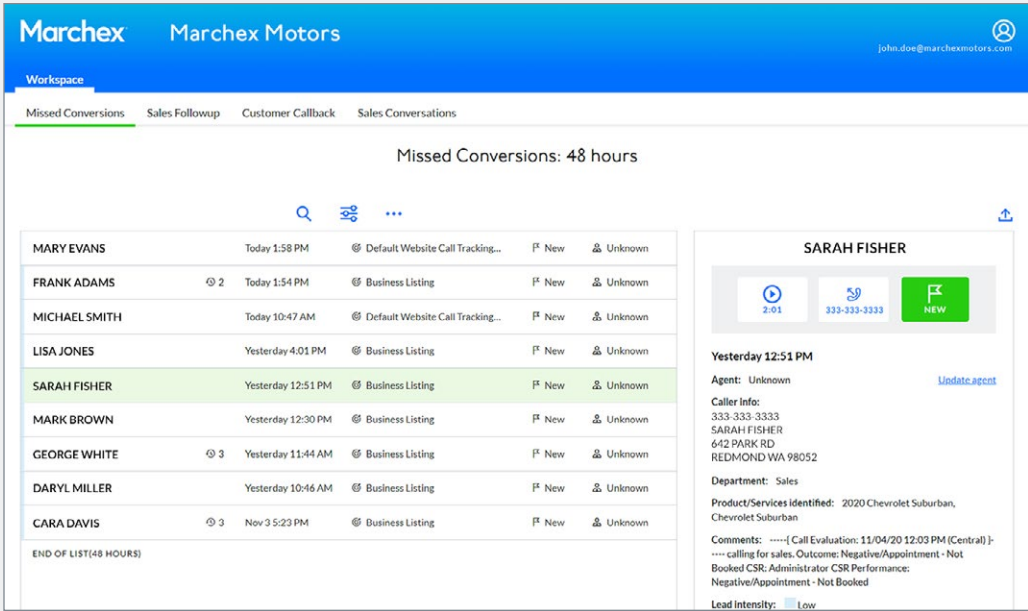
Action Alerts

Get alerts about missed opportunities so you can take quick action to save the sale.



Action Alerts Configuration

Action Alerts (email)



Action List: Missed Conversions

Action Lists

Action Lists highlight a set of calls that require specific follow-up action.

Additional Lines

Capture more conversations from any marketing channel and any seller's phone.

Workflow Management

Know which calls you've acted on and who's involved.

The screenshot shows the Marchex workspace interface. At the top, it displays 'Marchex Motors' and the user 'john.doe@marchexmotors.com'. Below the navigation bar, there are tabs for 'Missed Conversions', 'Sales Followup', 'Customer Callback', and 'Sales Conversations'. The main area shows 'Missed Conversions: 48 hours' with a search and filter icon. A table lists several missed conversions, including calls from Jim Nelson, Andrew Rivera, Mary Evans, Frank Adams, Michael Smith, Lisa Jones, Sarah Fisher, and Mark Brown. A detailed view for 'JIM NELSON' is shown on the right, featuring a 'NEW' button with a dropdown menu containing 'New', 'Pending', and 'Complete'. Below this, call details are provided: 'Today 3:12 PM', 'Agent: Unknown', 'Caller info: 111-222-2222 JIM NELSON', 'Department: Sales', 'Product/Services Identified: Moving', and 'Comments: ---[Call Evaluation:11/05/2020 02:26 PM (Central)]'.

Sales Conversation Recording and Transcript and Workflow Management

Visual Conversation Playback

Listen and move quickly through the most interesting parts of a recorded conversation and follow along via the synchronized transcript.

CRM Integrations

Automatically keep your CRM views up to date with conversation events and outcomes.

The screenshot shows the Marchex workspace interface for a specific call. At the top, it displays 'Marchex Motors' and the user 'john.doe@marchexmotors.com'. Below the navigation bar, there are tabs for 'Missed Conversions', 'Sales Followup', 'Customer Callback', and 'Sales Conversations'. The main area shows a visual conversation playback interface with a timeline of the call. The call is identified as '11-5-20 2:26 PM' and 'Inbound from 999-999-9999'. The timeline shows the duration of the call (2:24) and the agent's time (0:37). Below the timeline, there are tabs for 'TRANSCRIPT', 'DETAILS', 'TAGS/NOTES', and 'AMEND'. The 'DETAILS' tab is selected, showing call information: 'Start time: 2:26:19 PM', 'Duration: 2:24', 'Rings: 10', 'Answered by: 000-111-1111', 'Agent time: 0:37', 'Caller time: 1:05', 'Call DNA® outcome: Conversation', 'Org unit: Marchex Motors', 'Agent: Unknown', 'Caller info: 999-999-9999 MARTIN BAKER 1274 THIRD AVE EVERETT WA 98201', 'Department: Sales', 'Products/Services Identified:', 'Notes:', and 'Lead intensity: Low'.

Visual Conversation Playback with Transcription