



# Take the right actions to sell more

Marchex® 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

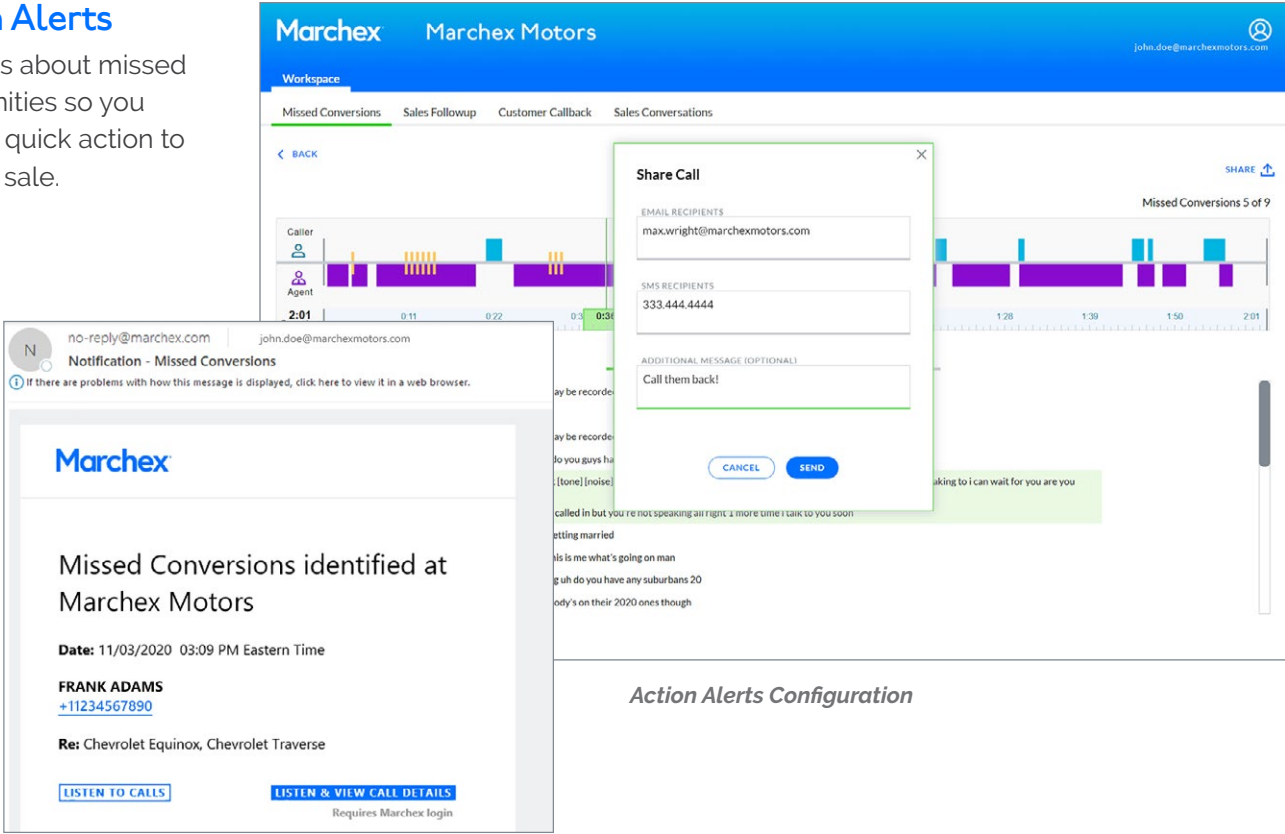
<p><b>Engage 400</b></p> <p><b>400</b> inbound conversations</p>	<p><b>Engage 600</b></p> <p><b>600</b> inbound conversations</p>
<p><b>Engage 1,000</b></p> <p><b>1,000</b> inbound conversations</p>	<p><b>Engage 2,000</b></p> <p><b>2,000</b> inbound conversations</p>
<p><b>Engage 4,000</b></p> <p><b>4,000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

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

# Product Features

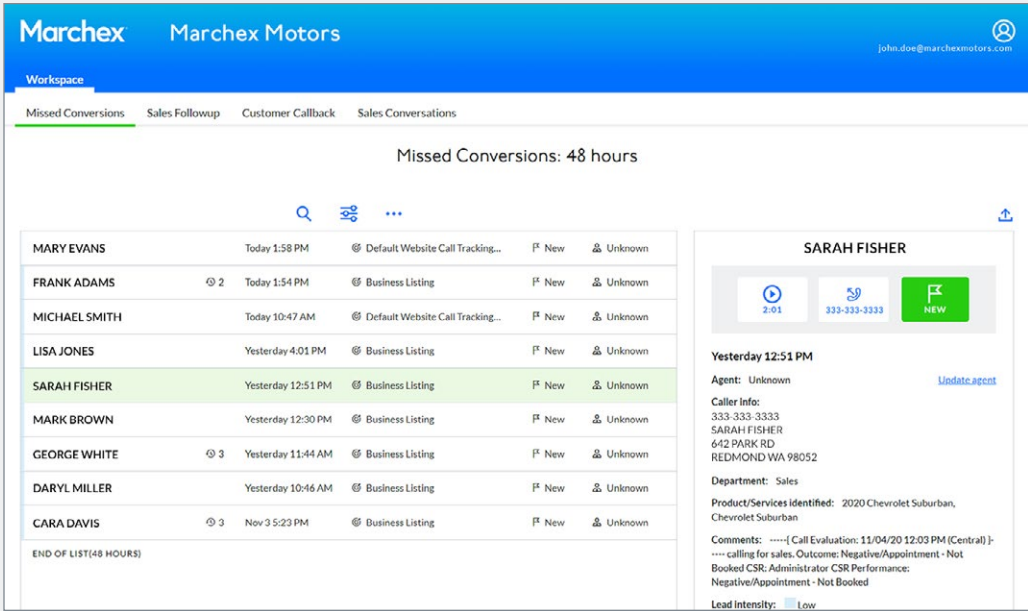
## Action Alerts

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 Motors workspace interface. At the top, there are navigation tabs: Missed Conversions, Sales Followup, Customer Callback, and Sales Conversations. The main area displays a list of missed conversions with columns for name, time, and status. A detailed view for Jim Nelson is shown on the right, including call duration, caller info, and a dropdown menu for status (New, Pending, Complete).

Name	Time	Topic	Status	Agent
JIM NELSON	Today 3:12 PM	Default Website Call Tracking...	New	Unknown
ANDREW RIVERA	Today 2:46 PM	Business Listing	New	Unknown
MARY EVANS	Today 1:58 PM	Default Website Call Tracking...	New	Unknown
FRANK ADAMS	Today 1:54 PM	Business Listing	New	Unknown
MICHAEL SMITH	Today 10:47 AM	Default Website Call Tracking...	New	Unknown
LISA JONES	Yesterday 4:01 PM	Business Listing	New	Unknown
SARAH FISHER	Yesterday 12:51 PM	Business Listing	New	Unknown
MARK BROWN	Yesterday 12:30 PM	Business Listing	New	Unknown

Sales Conversation Recording and Transcript and Workflow Management

The screenshot shows the Marchex Motors workspace interface for a specific call. It features a visual playback timeline with caller and agent activity bars. Below the timeline, there are tabs for Transcript, Details, Tags/Notes, and Amend. The Details tab is active, showing call metadata such as start time, duration, rings, and caller information.

Field	Value
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	
Lead intensity	Low

Visual Conversation Playback with Transcription

## 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.