

Setting up call tracking

- 1 Head to 'Account' > 'Call settings'
- 2 Add your preferred contact number, this will typically be your main dealership line. We may have pre-populated this number using the number used on your live Auto Trader adverts.
- 3 Add your second contact number (optional). If you miss a call, we'll divert to this number.
- 4 Click 'Test number' - this will complete an automated line test and push your tracking number live on your adverts.
- 5 If you have two numbers on your adverts, such as a mobile number, you may repeat steps 2 – 4 for a secondary contact number.
- 6 In this section, you can set up email and text missed call notifications and enable call recording.

The screenshot shows the 'My account' settings page for 'A J Car Sales - DID 10002465'. The navigation bar includes 'Stock', 'Leads 3', 'Performance', 'Sourcing', 'Moving', 'Accelerator', 'My website Contact', 'Account', 'Notifications 6', and 'VRM'. The left sidebar lists 'Call settings 1', 'Approved partners', 'Chat & text sign up', 'Chat & text account', 'Smart buying sign up', and 'Additional stock'. The main content area is titled 'Advert contact numbers' and includes an information box: 'You should only update the call settings if you have permission from the account holder. You do not have permission to display the Auto Trader contact number outside of your advertisements on the Auto Trader platforms. For more information please check the terms and conditions.' Below this, there are two columns for contact numbers. The first column shows 'Auto Trader contact number 0161 211 5412' which 'Redirects to' a 'Preferred contact number 07485 456 456'. The second column shows 'Auto Trader secondary contact number 07071 321 321' which 'Redirects to' a 'Preferred contact number 07485 456 456'. Both columns have '+ Add second contact number' and 'Test number' buttons. A green success message states: 'John Smith successful tested this number on 12/12/99 and your advert details were updated.' A red warning message states: 'You need to test your Auto Trader number is working.' Below the contact numbers is the 'Missed call alerts 6' section with fields for 'Email' (dealershipbmw@email.co.uk) and 'SMS number' (0741 456 1456). The 'Call recording' section has a checked checkbox for 'Call recording'. At the bottom right are 'Cancel' and 'Save' buttons.