

ASUPERIOR

contact center

Always On, Always There **24/7** Live Answering Service And Customer Support.

At ASuperior Contact Center, we're dedicated to making communication with your business easy, efficient, and memorable for your clients.

Contact Us



ASUPERIOR

contact center

What Are The Unique Selling Qualities Of ASuperior?



**Family-Owned And
Operated Since 1976**



**100% Of Our Agents
Are In Georgia, USA**



**Small Business
Focused**

We answer with your business name

Opening

Good afternoon, Wheel Good Auto, this is Shelly.

Details *

What is the reason for your call today? (See FAQ's for pricing)

- Reason ☐ Drop Off Vehicle / Schedule
☐ Needs A Tow
☐ Other Issue

Agent Follows a Custom Script

Opening

Good afternoon, Wheel Good Auto, this is Shelly.

Details *

What is the reason for your call today? (See FAQ's for pricing)

- Reason
- ☐ Drop Off Vehicle / Schedule
 - ☐ Needs A Tow
 - ☒ Other Issue

Location - Not Towing

Which location were you calling for?

Location *

Choose an answer

Additional Info

Let me gather your information, so I can assist you.

First name *

Last name *

Company name

Phone number *

000-0000 or (000) 000-0000

Extension

Year

Make

Model

Closing

Thank you for calling, I will relay your message to the general manager.

Drop Off / Schedule

Good afternoon, Wheel Good Auto, this is Shelly.

Details *

What is the reason for your call today? (See FAQ's for pricing)

Reason ☒ Drop Off Vehicle / Schedule

☐ Needs A Tow

☐ Other Issue

Schedule Appointment

I'll be happy to schedule a time to let our team know. (OPER: If not showing Right Click here to access site)

PERSONAL INFORMATION

First Name

Last Name

Email

Phone

VEHICLE INFORMATION

Make

Model

Year

☐ My vehicle is not listed in the form above.

Towing

What is the reason for your call today? (See FAQ's for pricing)

- Reason ☐ Drop Off Vehicle / Schedule
☒ Needs A Tow
☐ Other Issue

Location - Towing

I'll be happy to connect you with the towing company, which of our locations is most convenient for you?

- Shop ☒ Madison, GA
☐ Athens, GA
☐ Greensboro, GA

Additional Info

Let me gather your information, so I can assist you.

First name *

Last name *

Company name

Phone number *

000-0000 or (000) 000-0000

Extension

Year

Make

Model

Needs A Tow - Madison, GA - Patching

Please hold while I try to connect you directly with the towing company...

(Oper): Conference (Warm) to the towing company listed.

Patch Results *

Was the call patched?

- Towing Patch Results * ☐ Yes - Call Was Patched
☐ No - Call Was Not Patched

Was the call patched?

- Towing Patch Results * ☐ Yes - Call Was Patched
☒ No - Call Was Not Patched

Not Patched Closing

I was unable to get the towing company on the line. Allow me to give you their number and you can try to reach out to them directly. (See above for Towing Number)

Personalized Help Desk for Agents

FAQs

Click to Close

Search FAQs

Q: Pricing and Services

A: Oil Changes: During the oil change, we will do a digital inspection of your car to make sure all the systems are operational. Our oil changes usually take 45 minutes to an hour.

Regular Oil Change = We charge \$29.95 plus tax with up to 5 quarts of oil for a regular oil change.
Synthetic Oil Change = We charge \$49.95 for a synthetic oil change plus tax with up to 5 quarts of oil.

Alignment: We charge \$65 for most vehicles. Some vehicles, including most European, are \$129.95.

Emissions / State Inspections: We charge \$12 for 1996 or newer model cars.

Tire Rotation: Tire rotations cost \$15.

Account Information

Info

People

Message Relay

On-Call

Company Name: Wheel Good Auto

Company Phone: (706) 555-1234

Call Forwarding Number: (706) 343-1883

Account Number: 9007

Address (Other locations in Athens and Greensboro)
123 S. Main St.
Madison, GA 30642

Industry: Automotive

Time Zone: Eastern Time (US & Canada)

Client Time: 12:25 PM

Website: www.wheelgoodauto.com

Customize How We Relay Your Calls

Dispatch Instructions:

1. All Calls email and text to John Wheel

Escalation Levels

<

Default Escalation

>

+

Next

<

>

today

August 2025

Delete Selected Event(s)

month

list

Terminate

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27 12a - 11:59p John Wheel	28 12a - 11:59p John Wheel	29 12a - 11:59p John Wheel	30 12a - 11:59p John Wheel	31 12a - 11:59p John Wheel	1 12a - 11:59p John Wheel	2 12a - 11:59p John Wheel
3 12a - 11:59p John Wheel	4 12a - 11:59p John Wheel	5 12a - 11:59p John Wheel	6 12a - 11:59p John Wheel	7 12a - 11:59p John Wheel	8 12a - 11:59p John Wheel	9 12a - 11:59p John Wheel

Email Notifications

The Office has a new message! 

◆ Summarize this email



dispatch@ascc365.com

to shelly+9007



Log email to HubSpot

Wheel Good Auto

From: **Tommy Jones**
Phone: **(770) 555-1234**
Message: **I need to discuss an error message that is showing on my dashboard to see if you can help me with the issue.**

Additional
message details:

Reason: **["Other Issue"]**
Location: **Madison, GA**
Year: **2021**
Make: **BMW**
Model: **X5**

Patch Results:

[View Message On Website](#) [Accept Message](#)

(9007) 3 : 07/21/25 12:20:14 PM EDT (new)

This is a system generated email and reply is not required.



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dispatch@ascc365.com

to shelly+9007



Log email to HubSpot

Wheel Good Auto

From: **Betty Smith**
Phone: **(770) 555-1234**
Message: **My car is broken down on the side of I-20 near exit 114. Can I get it towed in to see what the issue is?**

Additional
message details:

Reason: **["Needs A Tow"]**
Year: **2010**
Make: **Honda**
Model: **Accord**

Patch Results:

Transfer Attempt 1:
Connected caller with ABC Towing in Madison

[View Message On Website](#) [Accept Message](#)

(9007) 3 : 07/21/25 12:21:47 PM EDT (new)


SMS Notifications

9007 - Wheel Good Auto,
Madison, GA, From:
Tommy Jones, Phone
Number: [\(770\) 555-1234](tel:(770)555-1234),
Reason: ["Other Issue"], I
need to discuss an error
message that is showing
on my dashboard to see if
you can help me with the
issue., 2021, BMW, X5
Reply ASCCSTOP to opt-
out or Ok to acknowledge

9007 - Wheel Good Auto,
Madison, GA, From: Betty
Smith, Phone Number:
[\(770\) 555-1234](tel:(770)555-1234), Reason:
["Needs A Tow"], My car is
broken down on the side
of I-20 near exit 114. Can I
get it towed in to see what
the issue is?, 2010, Honda,
Accord, Patch Results:
["Connected caller with
ABC Towing in Madison"]
Reply ASCCSTOP to opt-
out or Ok to acknowledge

Web Portal View


Wheel Good Auto

 Dashboard

 My Accounts

 Messages

 Scripts

 Oncall Calendar

Dashboard

 Dashboard

Account was successfully updated



2

Inbox Messages

[VIEW ALL MESSAGES](#)



0

Acknowledged Messages

[VIEW ALL MESSAGES](#)



Jul 17, Thu

Last Login

[VIEW YOUR PROFILE](#)



View Previous Messages

Wheel Good Auto

Dashboard

My Accounts

Messages

Scripts

Oncall Calendar

Welcome Shelly Massey!

Dashboard

Messages

Messages

Inbox

Acknowledged



Search:

<input type="checkbox"/>	ID	Created At	From	Phone	Message	Actions
<input type="checkbox"/>	132380	12:21 PM	Betty Smith	(770) 5...	My car is broken down on the side of ...	Acknowledge
<input type="checkbox"/>	132378	12:20 PM	Tommy Jones	(770) 5...	I need to discuss an error message th...	Acknowledge

View Time-Stamped Activity for Message

View Message

Dashboard > Messages > Message Information

07/21/25 12:20:14 PM EDT

Click to Acknowledge

Account # 9007 - Wheel Good Auto
From Tommy Jones
For The Office
Phone Number (770) 555-1234

I need to discuss an error message that is showing on my dashboard to see if you can help me with the issue.

Additional Message Details:

Reason ["Other Issue"]
Patch Results
Location Madison, GA
Year 2021
Make BMW
Model X5
Complete ["Yes"]

User Notes

B *I* U ↶ ↷ ✂ 📄 📁

P

POWERED BY TINY

Submit Note

Activities

10 records

Search:

Activity	Date
✓ Agent Shelly M. created a new message for the phone Wheel Good Auto (message #132378)	12:20pm
➡ Agent Shelly M. sent an SMS to John Wheel (678) 491-6694 (message #132378)	12:20pm
➡ Agent Shelly M. sent an email to John Wheel shelly+9007@ascc365.com (message #132378)	12:20pm
🔔 The escalation was terminated. (message #132378)	12:20pm

View & Update Message Delivery

Wheel Good Auto [Dashboard](#) [My Accounts](#) [Messages](#) [Scripts](#) [Oncall Calendar](#) 2 [Help](#) [Shelly Massey](#)

Oncall Calendar

[Dashboard](#) > [Calendar](#)

Calendar Actions
[Graph View](#)

Escalation Levels

Next

< > today

Default Escalation

August 2025

month list

Terminate

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
12a - 11:59p John Wheel 📞 📧	12a - 11:59p John Wheel 📞 📧	12a - 11:59p John Wheel 📞 📧	12a - 11:59p John Wheel 📞 📧	12a - 11:59p John Wheel 📞 📧	12a - 11:59p John Wheel 📞 📧	12a - 11:59p John Wheel 📞 📧

Custom Reports


Generate or Schedule Custom Reports right from the Client Portal

Wheel Good Auto [Dashboard](#) [My Accounts](#) [Messages](#) [Scripts](#) [Oncall Calendar](#)

My Profile

Update your profile information

[Dashboard](#) > [Profile](#)



[Profile Information](#)
[Contact Numbers](#)
[Password](#)
[Authentication](#)
[Reports](#)

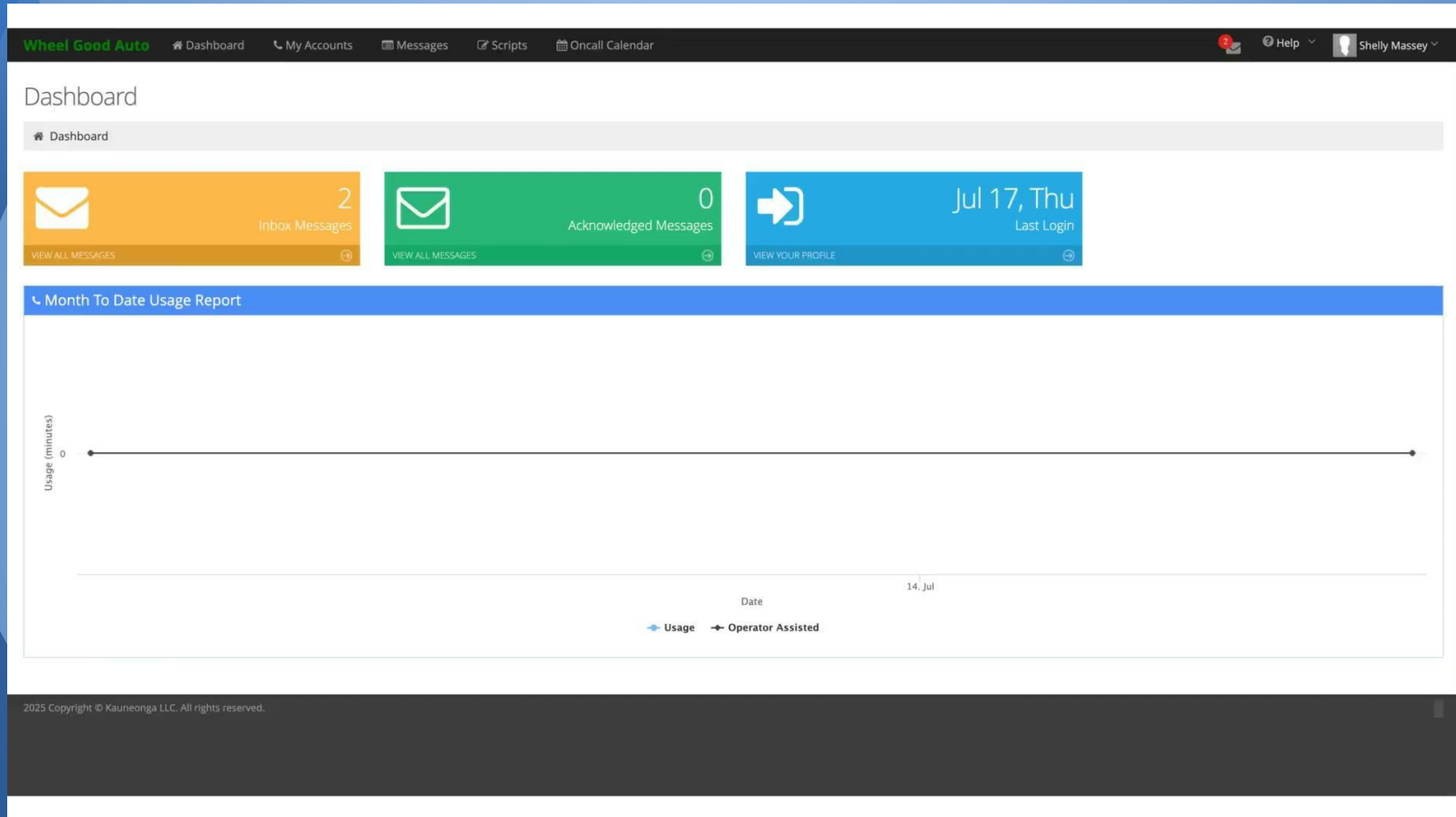
[Usage Details](#)[Export Messages](#)[Export Scheduler](#)

Export Messages

Date Range06/22/2025 1:13:28 PM - 07/21/2025 1:13:28 PM

[Export as CSV](#)[Export as XML](#)

View your Call Flow Script



\$239 Per Month

includes

150 Minutes

\$1.75 per excess minute

**Allows for approximately 60 calls per month*

\$459 Per Month

includes

300 Minutes

\$1.68 per excess minute

**Allows for approximately 120 calls per month*

\$749 Per Month

includes

500 Minutes

\$1.65 per excess minute

**Allows for approximately 200 calls per month*

\$1429 Per Month

includes

1000 Minutes

\$1.43 per excess minute

**Allows for approximately 400 calls per month*

Included Features With All Plans

- 24/7/365 Live Agents
- Customized Call Flows
- On Call Scheduling
- Customized Message Delivery
- Web Portal Access
- SMS message delivery
- Email message delivery
- Call and Message Reporting

Additional Features & Services

**Inquire about pricing*

- Call Transfers
- Bilingual Translation
- IVR/AutoAttendants
- Device Monitoring
- Toll-Free Numbers
- Local Numbers
- Software Integrations
- Live Chat



ASUPERIOR

contact center

~Get Started Today~

Shelly Massey - shelly@ascc365.com - 770-922-3166

[Schedule Meeting Here](#)

