



Car Wars
by Call Box

elead

BEST PRACTICES

A man in a suit and tie is smiling and talking on a mobile phone. The background is a dark, slightly blurred image of him.

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ACCESS INBOUND CALLS

1

Go to **Desklog**.

2

Select **Call Track** from the dropdown.

3

The Call Track will default to show **Status: Open**. Click to **Status: All** to see all inbound calls that have hit the open status bucket that were created as a lead or the call was deleted.

4

To find and log new prospects, click on the **Status Open** tab, where you will find calls that did not have an active lead to attach to. To listen to the call, click the speaker icon.

The screenshot displays the eLead CRM interface. At the top, the user is logged in as Rick Tanner. The navigation bar includes a search bar and a dropdown menu where 'Call Track' is selected. Below the navigation, there are filters for 'Status: Open' and 'Status: All'. The main area contains a table of call logs with the following columns: Prospect N., Phone / Type, Salesperson, Time, Campaign, Source, Lead Type, Add Note, and Actions. The first row of the table is highlighted, and a red box is drawn around the speaker icon in the Actions column of that row.

| Prospect N. | Phone / Type | Salesperson | Time | Campaign | Source | Lead Type | Add Note | Actions |
|---------------------------|----------------|---------------------------|--|------------------------------------|------------------|-----------|----------|---------------|
| Click Here to Update Name | (214) 555-1000 | No Salesperson Associated | 11/19/2021 3:00:00 PM Duration: 0:12 | Cars.com New | Call Measurement | Sales | + | 🔊 Save Delete |
| Click Here to Update Name | (214) 555-2000 | No Salesperson Associated | 11/19/2021 2:56:00 PM Duration: 1:22 | New Outbound Caller ID 12/10/20 | Call Measurement | Sales | + | 🔊 Save Delete |
| Click Here to Update Name | (214) 555-3000 | No Salesperson Associated | 11/19/2021 1:26:00 PM Duration: 0:22 | New Outbound Caller ID 12/10/20 | Call Measurement | Sales | + | 🔊 Save Delete |
| Click Here to Update Name | (214) 555-4000 | No Salesperson Associated | 11/19/2021 11:21:00 AM Duration: 2:23 | Citation Sites/GMB Sales | Call Measurement | Sales | + | 🔊 Save Delete |
| Click Here to Update Name | (214) 555-5000 | No Salesperson Associated | 11/19/2021 11:14:00 AM Duration: 1:23 | New Outbound Caller ID 12/10/20 | Call Measurement | Sales | + | 🔊 Save Delete |
| Click Here to Update Name | (214) 555-6000 | No Salesperson Associated | 11/19/2021 10:58:00 AM Duration: 2:37 | Citation Sites/GMB Sales | Call Measurement | Sales | + | 🔊 Save Delete |
| Click Here to Update Name | (214) 555-7000 | No Salesperson Associated | 11/19/2021 10:57:00 AM Duration: 0:45 | Citation Sites/GMB Sales | Call Measurement | Sales | + | 🔊 Save Delete |
| Click Here to Update Name | (214) 555-8000 | No Salesperson Associated | 11/19/2021 10:11:00 AM Duration: 1:17 | New Outbound Caller ID 12/10/20 | Call Measurement | Sales | + | 🔊 Save Delete |

Clicking on the call will direct you to the Car Wars platform:

| Phone / Type | Salesperson | Time | Campaign | Source | Lead Type | Add Note | Actions |
|----------------|---------------------------|---|--------------|--------------------|------------------|----------|-------------|
| (214) 555-9000 | No Salesperson Associated | 11/19/2021 9:08:00 AM Duration: 3:13 | New Outbound | Caller ID 12/10/20 | Call Measurement | Sales | Save Delete |
| (214) 555-1100 | No Salesperson Associated | 11/19/2021 9:04:00 AM Duration: 0:28 | New Outbound | Caller ID 12/10/20 | Call Measurement | Sales | Save Delete |

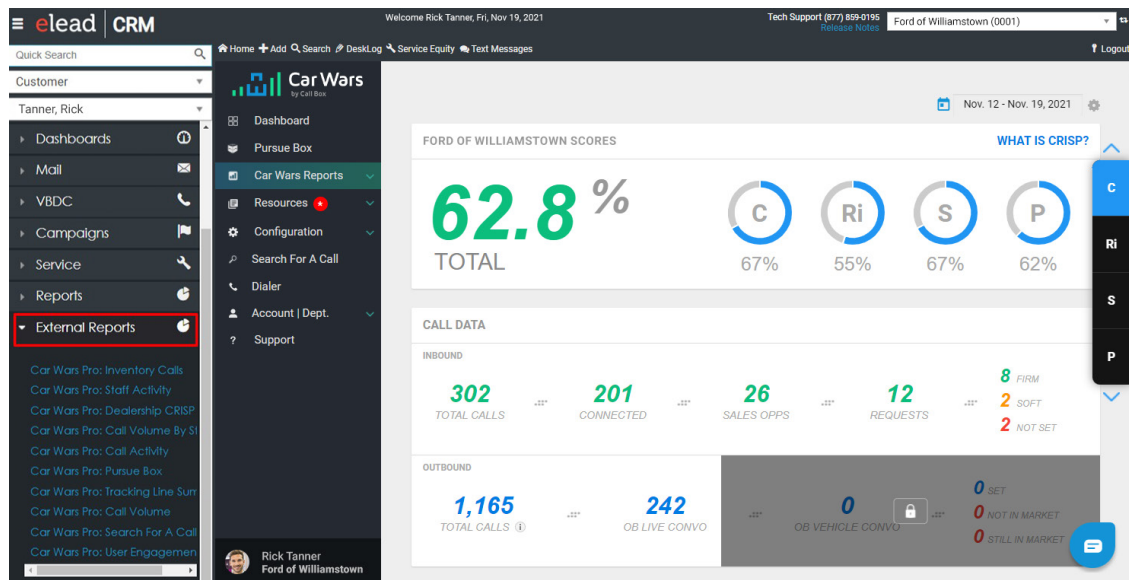
After listening to the call, click **Save** to create a new lead, or **Match** to attach to an existing opportunity. Once saved or deleted, the call will be removed from Status Open.

| Prospect N. | Phone / Type | Salesperson | Time | Campaign | Source | Lead Type | Add Note | Actions |
|---------------------------|----------------|---------------------------|--|------------------------------------|------------------|-----------|----------|-------------|
| Click Here to Update Name | (214) 555-1000 | No Salesperson Associated | 11/19/2021 3:00:00 PM Duration: 0:12 | Cars.com New | Call Measurement | Sales | | Save Delete |
| Click Here to Update Name | (214) 555-2000 | No Salesperson Associated | 11/19/2021 2:56:00 PM Duration: 1:22 | New Outbound Caller ID 12/10/20 | Call Measurement | Sales | | Save Delete |
| Click Here to Update Name | (214) 555-3000 | No Salesperson Associated | 11/19/2021 1:26:00 PM Duration: 0:22 | New Outbound Caller ID 12/10/20 | Call Measurement | Sales | | Save Delete |
| Click Here to Update Name | (214) 555-4000 | No Salesperson Associated | | | Call Measurement | Sales | | Save Delete |
| Click Here to Update Name | (214) 555-5000 | No Salesperson Associated | | | Call Measurement | Sales | | Save Delete |
| Click Here to Update Name | (214) 555-6000 | No Salesperson Associated | | | Call Measurement | Sales | | Save Delete |
| Click Here to Update Name | (214) 555-7000 | No Salesperson Associated | 11/19/2021 10:57:00 AM Duration: 0:45 | Citation Sites/GMB Sales | Call Measurement | Sales | | Save Delete |
| Click Here to Update Name | (214) 555-8000 | No Salesperson Associated | 11/19/2021 10:11:00 AM Duration: 1:17 | New Outbound Caller ID 12/10/20 | Call Measurement | Sales | | Save Delete |
| Click Here to Update Name | (214) 555-9000 | No Salesperson Associated | 11/19/2021 9:08:00 AM Duration: 3:13 | New Outbound Caller ID 12/10/20 | Call Measurement | Sales | | Save Delete |
| Click Here to Update Name | (214) 555-1100 | No Salesperson Associated | 11/19/2021 9:04:00 AM Duration: 0:28 | New Outbound Caller ID 12/10/20 | Call Measurement | Sales | | Save Delete |

UTILIZE YOUR EXTERNAL REPORTS TAB

1

Open the **External Reports** tab. A list of Car Wars reports will appear.



CHECK OUT THE FOLLOWING REPORTS DAILY



Pursue Box tees up the calls that need your attention and allows you to easily salvage missed opportunities.



Dealership CRISP gives you an overall view of your dealership's phone performance.



Staff Activity shows you how each individual agent is performing on the phone.

SET UP CLICK TO CALL

1

In the Elead system, go to **Admin** then **CRM Setup**. Click **Personnel**.

The screenshot shows the Elead CRM interface. The left sidebar contains a navigation menu with 'Admin' expanded and 'CRM Setup' selected. The main content area displays the 'CRM Setup' page with a table of options. The 'Personnel' option is highlighted with a red box.

| Company Management | Description |
|---|--|
| Change Password | Click here to update passwords |
| Change Task DueDate | Click here to change activity DueDate for by Salesperson |
| Daily Workplan Tracking | Click here to track the Daily Workplan |
| Department Maintenance | Click here to Add, Delete, or Edit Departments for the company |
| Do Not Call Registry | Click here to enter or view your Do Not Call registry SAN number |
| eLead Loyalty Application Specials | Click here to manage the default specials for the eLead Loyalty Mobile Application |
| Fiscal Month Setup | Click here to setup the corporate reports fiscal months |
| Lead Assignment Rules | Click here to add, delete, or edit lead assignment rules for the company |
| Lead Provider Setup | Click here to setup the lead providers your dealership(s) uses |
| Manage Credit Card Processor | Click to set/update company settings for credit card processing |
| Manage Internet Lead Reception Availability | Click here to turn on and off internet lead reception for salespeople and agents |
| Manage Primary Marketing Area | Manage the stores primary marketing area |
| Manage Sales Status | Click here to manage the sales statuses for the company |
| Manage Services | Click here to modify sources for the company |
| Personnel | Click here to add, delete, or edit personnel for the company |
| Position Maintenance | Click here to add, delete, or edit positions for the company |
| Preferences | Click here to change various preferences |
| Pricing Rules | Pricing rule Administration for internet prices. Applies to Auto Quote and Inventory Feeds |
| Report Subscriptions | Click here to add, edit, or delete report subscriptions |
| Schedule Maintenance | Click here to add, delete, or edit schedules for the company |
| Template Categories Admin | Click here to group templates into categories for reporting |

2

Select an agent.

The screenshot shows the Elead CRM interface displaying the 'Active Friday, November 19, 2021' page. The page title is 'E - ELEAD CRM Specialist, W - ELEAD ILM Specialist, WO - ELEAD ILM Only'. There are buttons for 'View Inactive Users', 'View Active With Legacy ID's', and 'Add Personnel'. Below the title is a table listing agents with columns for Dealership Personnel, Department, Position, and User Type. The 'Carter, Ryan' row is highlighted with a red box.

| Dealership Personnel | Department | Position | User Type |
|----------------------|------------|----------------------|-----------|
| Alvarez, Karina | | | |
| Anderson, Marcus | | | E, W |
| Anderson, Ben | | | E, W |
| Burns, Kenny | | Administrator | |
| Carson, Mariah | | Marketing | |
| Carson, Mariah | | Sales Manager | |
| Carter, Ryan | Sales | Sales Manager | |
| Carloway, James | | | |
| Davis, Alex | | | |
| Davidson, Margaret | | | |
| Davidson, Margaret | | Administrator | |
| Davidson, Margaret | | Marketing | |
| Derwent, Lucas | | Administrator | E |
| Evans, Michael | | Corporate | |
| Greene, Pete | | Deskling Salesperson | |
| Hernandez, Richard | | Corporate | E |
| Jackson, Macy | | | |
| Jacobs, Greg | | | E |
| Jones, Carter | | | |
| Kent, Bryce | | Administrator | E |
| Lee, Jackson | | CanExport | |
| Lee, Jackson | | Corporate | E |
| Lim, Stephanie | | | |
| Mann, Hugh | | Administrator | E |
| Man, Hugh | | Corporate | |
| Michaels, June | | Marketing | |
| Michaels, June | | Sales Manager | |
| Michaels, June | | | |

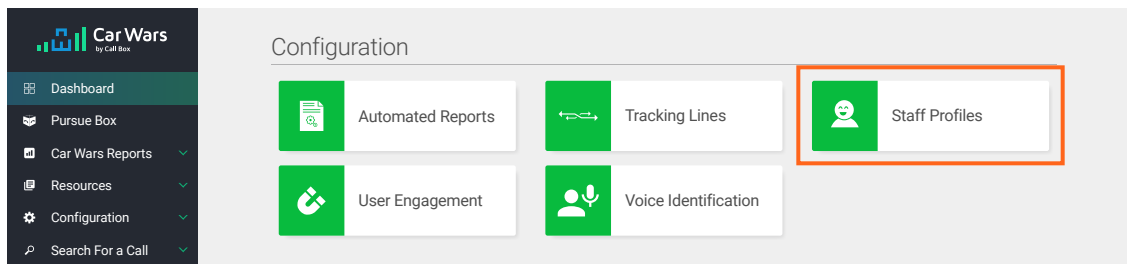
3

Make sure there is at least one phone number under each person and that their Car Wars phone code is listed as their Telephony ID. We do suggest adding both their desk phone and cell phone in case they would like to make calls away from their desk.

7

4

To find the Car Wars phone code, go to carwars.com and select the **Staff Profiles** report.



5

Find the four digit phone code in front of each person's name in the Staff list. This is the code that needs to be entered in Elead as the Telephony ID.

HOW TO MAKE OUTBOUND CALLS

1

In order to successfully complete an outbound task through Click to Call, an agent must make the call from the prospect's **Process Activity** tab.

2

Select **Complete** from Opportunity Details to open the task in **Process Activity**.

The screenshot shows the eLead CRM interface. The main area displays an 'Organizer' for 'Kent, Bryce' on Friday, November 19, 2021. A task is listed at 9:00 AM for 'POLLACK, JACK' with a due date of 9:00 AM. The task description is '1 Month Sold Follow Up Call'. The 'Action' column shows a blue 'Complete' button and a grey 'Edit' button. A red box highlights the 'Complete' button. The left sidebar shows navigation options like 'Deskings', 'Inventory', 'Prospects', and 'Organizer'. The top navigation bar includes 'Home', 'Add', 'Search', 'DeskLog', 'Service Equity', and 'Text Messages'.

3

From here, agents can click on the customer's blue hyperlinked phone number to initiate the Click to Call.

The screenshot shows the 'Process Activity' window for 'JACK POLLACK'. The window displays contact information: Name: JACK POLLACK, Address: 1234 MAIN ST, DALLAS- TX 75001, Home Phone: (214) 555-3000, Cell Phone: (214) 555-4000, Work Phone: (214) 555-4000, Email: jackpollack@gmail.com, and Wanted Vehicle: Used. The 'Current Activity' section shows '1 Month Sold Follow Up Call' with 'Completed By: Tanner, Rick' and 'Completed At: 11/19/2021'. The 'Next Activity' section shows 'Activity: Complete', 'Due: 11/20/2021', and 'Assign To: Kent, Bryce'. A red box highlights the phone numbers in the contact information. The background shows the CRM Organizer with the same task highlighted.

4

Outbound call data is pushed into the prospect record.

IN-DEPTH ELEAD INTEGRATION

1

If you received a Missed Opportunity Alert from Car Wars via text or email — or you're listening to phone calls — click on the **Open in Elead** button at the top right.

Mon Dec 20 - 11:5 AM

Website 214-555-1000 (Ext. 3)
Connected, Sales opp, No appt request

Ford F-150 Price Discussed

Rick Tanner
43% Talk Time

Customer Data
Customer Number: 214-555-0000

0:00 6:14

Call Recap Call Transcription

The customer was calling to: ask about the availability of a 2022 Ford F-150. The agent tells the customer: he needs to check on the availability of the vehicle. The result of the call was: The agent will call him back after checking on the availability of the vehicle.

2

If a call has been logged, the customer or prospect record will automatically open.

Website 214-555-1000 (Ext. 3)
Connected, Sales opp, No appt request

Ford F-150 Price Discussed

Rick Tanner
43% Talk Time

Customer Data
Customer Number: 214-555-0000

0:00 6:14

Call Recap Call Transcription

The customer was calling to: ask about the availability of a 2022 Ford F-150. The agent tells the customer: he needs to check on the availability of the vehicle. The result of the call was: The agent will call him back after checking on the availability of the vehicle.

Opportunity Details

CUSTOMER
Name: Jenna Hector
Address: 1234 Main Street, Dallas, TX 75201
Home #: (972) 555-0000
Cell #: (214) 555-0000
Work #: (214) 555-1000
Professional Email: jenna.hector@gmail.com
Birthdate: (No Account)
Last Modified: 11/17/2021 11:49:41 AM
High Priority

OPPORTUNITY
Vehicle: Used 2018 Ford Escape
Stock #: 2014 Ford Escape
Sales Team: Tanner, Rick - New Car Sales
OpType: Phone Up
Source: Website
Date/Time Due: 11/19/2021 11:10:00
Sales Status: No Contact

| Date | Type | Assigned To | Comment | Action |
|-------------------|---------------------|-------------|---------|--------|
| 11/20/21 11:00 AM | No Contact Call #1 | Tanner, R | | |
| 11/22/21 12:00 PM | No Contact Email #1 | Tanner, R | | |

| Date Completed | Activity Type | Outcome | Comments | Completed By | Action |
|-------------------|-----------------|--------------|--|--------------|--------|
| 11/17/21 05:16 | Missed Call | Completed | http://www.carwars.com/review_x.cfm?cdm=7868830123 | System | View |
| 11/19/21 11:30 AM | Immediate Email | Completed | Your Ford Escape | Tanner, R | View |
| 11/19/21 1:07:18A | Immediate Call | (No Account) | (No Account) | | |
| 11/19/21 12:00 PM | Immediate Call | Completed | http://www.carwars.com/review_x.c... | Tanner, R | View |

View text message details in the prospect record. We also include the link to open it in the Text Messages platform of Car Wars.

Opportunity Details

CUSTOMER

Name: Jack Pollack
Address: 123 Main St, Dallas, TX 75201
Phone #: (214) 555-4000
Cell #: (214) 555-4000
Work #: (214) 555-4000
Preferred Email: jackpollack@gmail.com
Birthday: [blank]
Last Modified: 11/18/2021 9:50:27 AM
High Priority:
Text Preferred:

OPPORTUNITY

Vehicle: New 2021 Ford F150
Stock #: 12345678
Sales Team: Kent, Bryce - Primary Salesperson
Op Type: Informat Up
Source: MaxActivateCoupon
Date/Time Due: 11/23/2021 9:02:00 AM
Sales Status: Item

Scheduled Activities

| Date | Type | Assigned To | Comment | Action |
|-------------------|--------------------|--------------|---------|---------------|
| 11/23/21 9:02 AM | QRM Survey 2 | Gutierrez, M | | Complete Edit |
| 12/05/21 11:30 AM | Phone Call or Text | Kent, B | | Complete Edit |
| 12/16/21 9:25 AM | Day 30 Email | Kent, B | | Complete Edit |

Completed Activity History

| Date | Activity Type | Outcome | Comments | Completed By | Action |
|-------------------|--------------------|--------------------------------|----------|--------------|------------------|
| 12/04/21 11:38 AM | Phone Call or Text | Phone Follow Up (Sent Text) | | Kent, B | View Edit Delete |
| 12/04/21 11:37 AM | Phone Call or Text | Phone Follow Up (Left Message) | | Kent, B | View Edit Delete |
| 12/04/21 11:37 AM | Inbound Call | Completed (Web 155-4000) | | Kent, B | View Edit Delete |

Activity Detail

| Date Active | Created By | Date Due | Activity | Date Completed | Completed By |
|-----------------------|------------|-----------------------|--------------|-----------------------|--------------|
| 12/4/2021 11:37:00 AM | Bryce Kent | 12/4/2021 11:37:00 AM | Inbound Call | 12/4/2021 11:37:00 AM | Bryce Kent |

Entry Date: 12/4/2021 11:39:41 AM
Last Edit: 8/25/2021 11:39:41 PM

Comments

12/4/2021: Human review: The customer was calling to: inquire about a new 2021 Ford F-150. The agent tells the customer: that the vehicle is not available but they have some other options. An appt was not discussed. The result of the call was: the agent will call back the customer when the vehicle arrives. Call ends.

Attachments

Car Wars sends the recap description directly into the prospect record.

Activity Detail History

eleadcrm.com/evo2/fresh/eLead-V45/elead_track/eLeadToday/ProcessTaskHistory.asp?ID=3562...

Vehicle data is no longer available.

Activity Detail Print

| Date Active | Created By | Date Due | Activity | Date Completed | Completed By |
|-----------------------|------------|-----------------------|--------------|-----------------------|--------------|
| 12/4/2021 11:37:00 PM | Bryce Kent | 12/4/2021 11:37:00 PM | Inbound Call | 12/4/2021 11:37:00 PM | Bryce Kent |

Entry Date: 12/4/2021 11:39:41 PM
Last Edit: 8/25/2021 11:39:41 PM

Comments

12/4/2021: Human review: The customer was calling to: inquire about a new 2021 Ford F-150. The agent tells the customer: that the vehicle is not available but they have some other options. An appt was not discussed. The result of the call was: the agent will call back the customer when the vehicle arrives. Call ends.

Attachments

MANAGE TELEPHONE ACTIVITY

1

Choose the **Reports** tab.

2

A list of subfolders will appear. Click on **Activity** then **Telephone Activity**.

The screenshot shows the elead CRM interface. The top navigation bar includes a search bar, navigation icons (Home, Add, Search, DeskLog, Service Equity, Text Messages), and user information (Welcome Rick Tanner, Fri, Nov 19, 2021). The main content area is titled 'Reports Menu, Friday, November 19, 2021'. A sidebar on the left lists various report categories, with 'Reports' expanded to show subfolders like 'Activity', 'Core Performance', 'Daily', etc. The 'Activity' subfolder is highlighted with an orange box. The main content area displays a list of reports under the 'Activity' heading, including 'Advertising Effectiveness', 'Customer Touches', 'ESD Agent Summary', 'Missed Contact Details', 'Salesperson Activity Summary', 'Salesperson Scorecard', 'Telephone Activity', 'Showroom Traffic by Visit Date', 'Source and Sub-Source Performance', 'Template Performance', 'Units Sold by Salesperson', and 'Vehicle of Interest'. The 'Telephone Activity' report is highlighted with an orange box.

3

Adjust the date range to the timeframe you want to view. Then select **Task Type** as **Phone Call**.

The screenshot shows the elead CRM interface with the 'Telephone Activity, 11/19/2021' report selected. A dialog box titled 'Select Criteria for Report:' is displayed in the center. The dialog box contains the following fields: 'From: 11/01/2021' and 'To: 11/19/2021' (both highlighted with orange boxes), 'Department: -All Departments-', 'TaskType: Phone Call' (highlighted with an orange box), 'User: -All Users-', and 'Workflow: -All Workflows-'. A 'GO' button is located at the bottom right of the dialog box.

Scroll down on the page to view the full **Telephony (Call Activity) Report**.

- *Total Calls*: Total calls made during date range.
- *Tasks Scheduled*: Phone call tasks due during date range.
- *Task Calls*: Scheduled calls completed during date range.
- *Other Customer Calls*: Calls made to a customer when a task is not scheduled.
- *Non-Customer Calls*: Calls made to a number not matching customer during date range. This will also include calls to a customer with no name attached to the lead.

| Sales Rep | Total Calls | Tasks Due | Task Calls | Task Call Ratio | Other Cust Calls | Other Cust Call Ratio | Non-Cust Calls | Non-Cust Call Ratio | Avg Duration |
|--------------------|--------------|--------------|------------|-----------------|------------------|-----------------------|----------------|---------------------|--------------------|
| Alvarez, Karina | 0 | 1 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | N/A |
| Anderson, Marcus | 2 | 68 | 1 | 50.00% | 1 | 50.00% | 0 | 0.00% | 30 sec(s) |
| Concierge | 227 | 253 | 74 | 32.60% | 152 | 66.96% | 1 | 0.44% | 58 sec(s) |
| Davis, Alex | 113 | 331 | 44 | 38.94% | 65 | 57.52% | 4 | 3.54% | 1 min(s) 13 sec(s) |
| Davidson, Margaret | 0 | 17 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | N/A |
| Derwent, Lucas | 1 | 2 | 1 | 100.00% | 0 | 0.00% | 0 | 0.00% | 3 sec(s) |
| Evans, Michael | 0 | 19 | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% | N/A |
| Greene, Pete | 333 | 524 | 167 | 50.15% | 165 | 49.55% | 1 | 0.30% | 49 sec(s) |
| Hernandez, Richard | 2 | 30 | 1 | 50.00% | 1 | 50.00% | 0 | 0.00% | 9 sec(s) |
| Jackson, Macy | 144 | 216 | 65 | 45.14% | 79 | 54.86% | 0 | 0.00% | 1 min(s) 10 sec(s) |
| Jacobs, Greg | 216 | 378 | 99 | 45.83% | 114 | 52.78% | 3 | 1.39% | 36 sec(s) |
| Jones, Carter | 157 | 357 | 98 | 62.42% | 57 | 36.31% | 2 | 1.27% | 33 sec(s) |
| Kent Bryce | 789 | 456 | 183 | 63.32% | 106 | 36.68% | 0 | 0.00% | 38 sec(s) |
| Totals | 1,484 | 2,652 | 733 | 41.42% | 740 | 34.97% | 6 | 0.54% | 38 sec(s) |

Then move to the External Reports tab. Select **Car Wars Pro: Staff Activity**.

- Make sure the date range is the same as what you used for “Scheduled and Completed Tasks” above (top-right corner of Staff Activity report).
- View Total Outbound to check if it’s close to the number of Completed Phone Call tasks. If not, check with your staff to ensure they’re recording their outbound calls through Click to Call.

| Agent | Total Outbound | Unique Outbound | Live Convo | Vehicle Appt Convo | Appt Set (Firm Soft) | Avg. Talk Time | Sales Opps Claimed | Appt Requests | Appts Booked (Firm Soft) |
|------------------|----------------|-----------------|-------------|--------------------|------------------------|----------------|--------------------|---------------|----------------------------|
| Pete Greene | 1392 | 714 | 157 | 139 | 20 9 | 1.04 | 46 | 32 | 3 2 |
| Karina Alvarez | 646 | 451 | 120 | 101 | 7 2 | 1.56 | 25 | 20 | 5 5 |
| Bryce Kent | 558 | 321 | 137 | 116 | 3 2 | 2.03 | 8 | 5 | 4 1 |
| Michael Evans | 547 | 179 | 82 | 71 | 6 5 | 1.20 | 15 | 6 | 1 3 |
| Rick Tanner | 538 | 424 | 105 | 97 | 5 2 | 1.31 | 5 | 3 | 3 1 |
| Margaret Davi... | 535 | 268 | 106 | 83 | 3 4 | 1.24 | 2 | 1 | 2 1 |
| Lucas Derwent | 531 | 287 | 105 | 87 | 8 5 | 1.35 | 4 | 3 | 1 1 |
| Stephanie Lim | 523 | 144 | 62 | 46 | 5 2 | 1.19 | 13 | 12 | 5 2 |
| Jim Patterson | 517 | 348 | 189 | 128 | 10 7 | 2.02 | 6 | 2 | 4 1 |
| Tina Nguyen | 513 | 282 | 90 | 51 | 3 5 | 1.31 | 16 | 13 | 5 4 |
| Alex Davis | 506 | 165 | 82 | 73 | 5 4 | 1.54 | 12 | 5 | 2 2 |
| Hugh Mann | 504 | 155 | 45 | 33 | 3 4 | 1.13 | 27 | 17 | 8 5 |
| Lee Paulson | 500 | 354 | 79 | 58 | 5 2 | 1.16 | 22 | 13 | 4 3 |
| Matt Rodriguez | 497 | 285 | 60 | 41 | 3 1 | 1.32 | 11 | 5 | 3 1 |
| Greg Jacobs | 496 | 138 | 96 | 75 | 3 2 | 1.30 | 10 | 8 | 5 2 |
| TOTALS | 20073 | 10776 | 3579 | 2688 | 331 | 1.44 | 742 | 451 | 142 144 |