

## GoTo Connect for Automotive

**Built for Auto. Built for Growth. One AI-driven platform. Total Dealership Control.**

GoTo Connect for Automotive is an AI-powered communications platform purpose-built for automotive dealerships, streamlining every interaction from closing deals to scheduling service. With an award-winning phone system, robust automotive integration capabilities, modern communication channels, and real-time, multi-rooftop reporting, it equips dealers to drive sales, growth, and customer loyalty—all in one cloud-based solution.

### Purpose-built to solve your dealership's unique challenges



A cloud-based phone system that modernizes dealer communications and elevates customer experiences.



Advanced real-time analytics and dashboards to simplify multi-location management.



Fuel teams with actionable AI-generated insights.



Omnichannel communication across all devices to meet customers wherever they are.

### Extensive automotive integration capabilities

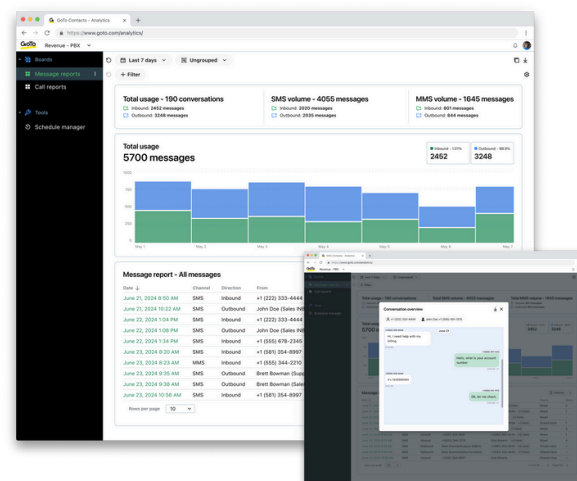


# Everything your dealership needs to communicate, collaborate, and elevate customer experiences

## Connect CX for Automotive

From a modern cloud phone system, virtual fax, and a mobile app that supports operations, to reporting and call recording capabilities, Connect CX for Automotive is equipped to streamline dealership processes and enhance customer experience.

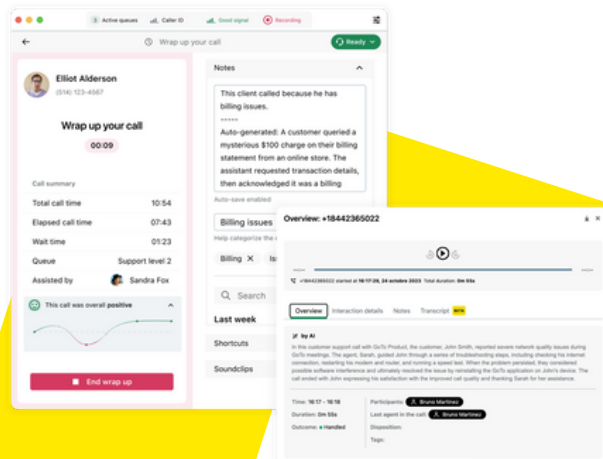
- Omnichannel communication capabilities including WhatsApp, social, SMS, and web chat to meet customers where they are.
- Never miss a message with one, easy-to-use, shared inbox.
- Access customer history instantly through seamless CRM integration.
- Utilize customizable Advanced Reporting to view interaction details and conversation based reports.
- Get up to seven years of extended storage of call recordings for situations such as auditing or training purposes.
- Gain visibility into conversations with SMS reports that include message volume and frequency.
- Discover real-time insights across all rooftops to track key metrics.
- Streamline call management with Attendant Console.
- Close deals anywhere by voice, video and a world-class mobile app.
- Engage remote buyers with virtual vehicle tours.
- Manage dealership calls and texts right from your dealership number.
- Streamline appointment scheduling, service updates, and follow-ups with smart call routing.
- Share service images, documents, and video for instant collaboration.



## BDC Complete

Everything your BDC needs to drive the Sales and Service business for your dealership.

- Meet customers anywhere with omnichannel communication capabilities including WhatsApp, social, and web chat.
- Harness the power of AI to elevate productivity and quality management by receiving instant post-call summarization and call notes, reducing wrap-up time and average handling time.
- Utilize real-time insights to elevate service excellence by proactively managing discussed topics during voice calls.
- Proactively boost customer satisfaction with instant alerts for negative sentiments, enabling you to maintain customer loyalty and address customer problems quickly and efficiently.
- Utilize AI Quality Management to quickly identify trends, take corrective action, and work together with BDC staff to improve performance and customer satisfaction.\*



\*AI Quality Management not available in the EU

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