



# GoTo Connect for Automotive

An AI-powered communications platform purpose-built for automotive dealerships, streamlining every interaction from closing deals to scheduling service.





# Dealerships share common pain points that have gone unaddressed for too long.

64%

of organizations experienced difficulties when integrating technologies from multiple collaboration vendors.

71%

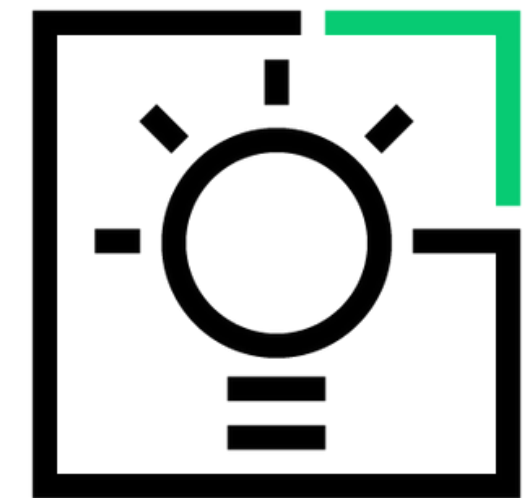
of consumers plan to adopt an omnichannel approach for their next vehicle purchase, combining online steps with in-person activities at a dealership.

83%

of dealerships have access to data insights from a dashboard or reporting tool, but less than one-third are satisfied with the insights they get from vendors.

64%

of employees waste at least three hours a week due to collaboration inefficiencies.



**GoTo** Connect

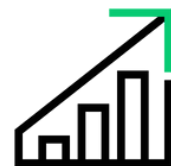
# GoTo Connect: Built for Auto. Built for Growth. One AI-driven platform. Total Dealership Control.

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 the only end-to-end, award-winning dealership 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



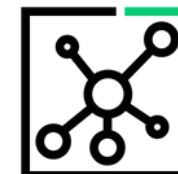
The largest automotive cloud-based phone system that modernizes dealer communications and elevates customer experiences.



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.





The only automotive  
communications  
platform built for your  
entire team.

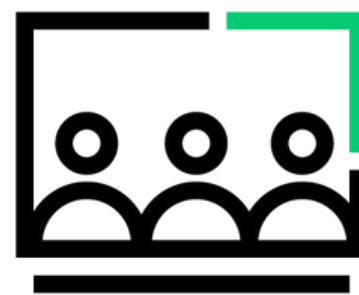
Sales



Service



BDC



Management





# 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



# Automotive integrations

GoTo Connect for Automotive offers seamless integrations with best-in-class solutions.







From showroom to service bay, GoTo keeps dealerships running with modern communication tools.

**EWING**  
AUTOMOTIVE GROUP

  
**SOUND**FORD

**smith**honda  
simple

**Berger**  


**EMMERT**  
MOTORS  
 

**GoTo** **Connect**  




# Accelerating dealership success

“If we want to make it easy for customers to do business with us, we must make it easy for our employees. We didn’t want people stuck at their desks. We wanted them to use their cell phones while keeping customer data secure.”

Bob Calabrese  
Client Relations Director  
Ewing Automotive



[Read the success story](#)

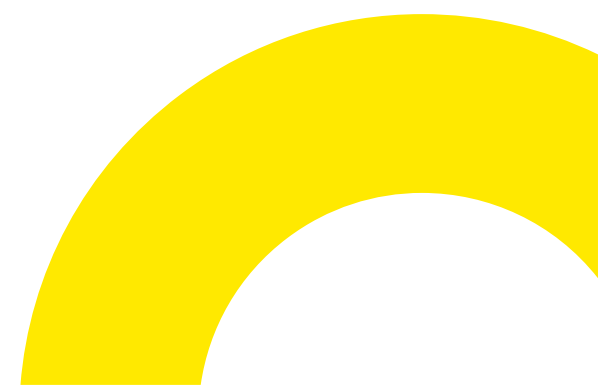






# Get up and running with an award-winning team

**GoTo**  
**Connect**

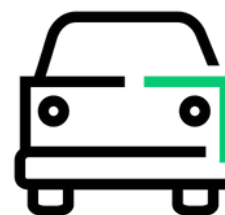






# Transform your dealership today

Never miss a call. Never miss a service.  
**GoTo Connect for Automotive.**



**Get a Quote**

Or talk to a specialist  
Call 1 (800) 514-1317 or visit [GoTo.com/automotive](https://GoTo.com/automotive)