

# No Car Was Ever Serviced Without a Conversation.

**AND CAR OWNERS TODAY PREFER THOSE CONVERSATIONS TO BE TEXT.**

Arm your service advisors with a DMS-integrated, two-way messaging solution built specifically for their needs. With LivePerson Automotive (formerly known as Contact At Once!), you can confirm appointments, get approvals on incremental work and see an uptick in CSI scores!



## **INCREASE EFFICIENCY**

25% of text messages get approvers within 5 minutes, leading to faster repair cycle times.



## **99% CUSTOMER OPT-IN**

Our DMS-integrated opt-in on ROs make it easy for consumers to say yes.



## **RAISE ROS**

Service advisors who text see 41% job approvals, more than double what they can achieve via calls alone.



## **REDUCE CALLS**

With the option to text, our customers have reduced phone calls by up to 30%.



## **INCREASE TRADE APPRAISALS**

Custom landing pages (part of the texting solution) can include a free trade-in appraisal, which can generate 10 - 60 requests per month.



## **BOOST CSI**

Our customers have seen service CSI scores increase up to 11 points.

"LivePerson Automotive Service Messaging has allowed us to get approvals for our ROs faster, helped increase our CSI scores, and overall made our service department run more efficiently. I would recommend to any other FCA dealer that they take advantage of this partnership."

- BJ Holmes, General Manager  
Ganley Chrysler Dodge Jeep Ram of Aurora

Text: 404-850-9297  
livepersonautomotive.com

 **LIVEPERSON** | **AUTOMOTIVE**

# Service Messaging Package

## START ENGAGING SERVICE CUSTOMERS THE WAY THEY WANT

LivePerson Automotive's Service Messaging solution is fully FCC and TCPA compliant, attaining written authorization via DMS integration. Our solution is the simplest, most intelligent texting solution on the market. Add it to your service drive to reduce calls, increase CSI scores, raise ROs and more!



## What you get with us...

*+ one-time DMS integration fee*



Two-way interactive texting between service advisor & customer...with support for up to 800 ROs.



Fully TCPA & FCC compliant (written consent on RO)



Share videos/images to explain additional work needed & encourage faster approvals



DMS integration for automated reminders, vehicle ready messages, etc.



Mobile bill pay option



Automated CSI survey follow-ups

### ADD-ON OPTION

Extends support to enable busy service teams to message with customers for an additional 1,200 ROs.



## Increase the efficiency, revenue and customer satisfaction for your sales team, too!

Add out all-in-one messaging solution that works from your site to Apple Business Chat, Google, Facebook and 3rd-party sites like Autotrader and KBB.

*View your options in the Chat/SMS section.*

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