



## Respond immediately to shoppers and increase your CSI scores with DealerChat.

When your associates log into the system, an icon appears on your website letting customers know that someone is available to answer their questions. The customer simply clicks a button to contact your staff to get the answers they are looking for. DealerChat features template-based text insertion, multiple chat management and chat history.

**DealerCHAT™**

**Chat Live with a Representative**  
Enter a name to identify yourself while chatting with a support representative. You may supply additional information if you like.

username: \*

email address: \*

question: \*

**Start Chat**

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**DealerCHAT™**

**You are now chatting with steve2**

**steve2:** Hello sue!

**steve2:** We do have a few in stock right now

**sue:** great!

**sue:** what colors?

**sue:** and how many miles?

**steve2:** we have a forest green with 42k miles

Can you send me a picture? And do you have one in sandstone? Also, are you running any financing specials right now?

**Send Chat**

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### Key Benefits

#### Interact Live with Shoppers

DealerChat enables dealers to chat real-time with shoppers on their website and answer immediate questions.

#### Manage Multiple Chats Simultaneously

Dealership employees can respond to multiple chat sessions at once if there are multiple visitors in the chat queue.

#### Chat Session Tracking

DealerChat tracks chat sessions and a shopper's click path through your website.