



Chatting With James R.

CUSTOMER:

I'm looking to trade in my bike and get a larger one, possibly a Grand American.

ACTIVENGAGE AGENT:

Hi Frank, thanks for messaging with us today! My name is James. I'd be happy to assist you with your motorcycle trade!

We're always looking to expand our trade-in inventory. Is there a particular Grand American Touring motorcycle that you're interested in learning more about?

CUSTOMER:

Thanks James! None in particular, I'm open to browsing what you have. Any recommendations?

ACTIVENGAGE AGENT:

Sounds fun! Each of the Grand American models is going to provide a nice ride for long distance riding! Just a moment while I pull up some bike options for you!

CUSTOMER:

Sounds perfect, thanks!

ActivEngage



Digital Certified Program 2024



Fully-Managed Solutions

ActivEngage provides the most trusted managed messaging services and software to dealerships, automotive groups, and manufacturers around the world. With ActivEngage's professional team of Customer Engagement Experts trained to answer inquiries and generate additional sales opportunities on your behalf, your team can focus on what they do best: selling cars.

LIVE CHAT WITH: JAMES

ACTIVENGAGE AGENT:
Were you considering test driving an electric motorcycle David?

CUSTOMER:
Yeah I'm certainly curious about them.

ACTIVENGAGE AGENT:
Okay! I'm happy to book a test-drive appointment for you now if you'd like.

Type your message here. **SEND**

ACTIVENGAGE CONTACT

For questions, please contact Eric Schlesinger at eric@activengage.com



DIGITAL CERTIFIED PROGRAM
Fully-Managed Solutions

Best Value

Features	Silver \$519	Gold \$719	Platinum \$899	Black \$1,219	Private \$1,319
<i>24/7 Chat & Text on Your Website</i> ¹	✓	✓	✓	✓	✓
<i>Carfax</i>	✓	✓	✓	✓	✓
<i>A Dedicated Customer Care Specialist</i> ²	✓	✓	✓	✓	✓
<i>Robust Reporting</i>	✓	✓	✓	✓	✓
<i>ActivAlerts</i>	✓	✓	✓	✓	✓
<i>Google Ad Access</i>	✗	✓	✓	✓	✓
<i>3 SMS Numbers</i> ¹	✗	✓	✓	✓	✓
<i>Facebook + Ads Messenger Integration</i>	✗	✓	✓	✓	✓
<i>Apple Business Chat</i> ³	✗	✓	✓	✓	✓
<i>Department Lead Routing</i>	✗	✓	✓	✓	✓
<i>ServiceConnect - Enhanced Scheduling</i>	✗	✗	✓	✓	✓
<i>MyDrive Experience - Video Test Drives</i>	✗	✗	✓	✓	✓
<i>Direct to Messenger from Online Ads</i>	✗	✗	✗	✓	✓
<i>OfferUp Messaging</i>	✗	✗	✗	✓	✓
<i>OfferUp Inventory</i>	✗	✗	✗	✓	✓
<i>Exclusive Autotrader + KBB Messaging</i>	✗	✗	✗	✓	✓
<i>RetailSync Messaging</i>	✗	✗	✗	✗	✓

¹ SMS Carrier Charge Passthrough - \$12- AT&T, Verizon and T-Mobile Sprint A2P - 10DLC Charges for each SMS number used by the account.

A Dedicated Customer Care Specialist

² This person will be in regular contact with the dealership to discuss best practices, monthly statistics reporting and analyses with recommendations for optimizing the results from ActivEngage services. Additionally, they will partner with the dealer to best leverage specials and incentives.

³ Coming soon.

Prices displayed above are recurring monthly payments. Features available, except for states where not allowed by law.

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Self-Managed Software Solutions

ActivEngage offers its proprietary web-based software so that your own staff can connect and build relationships with online customers in real-time. ActivEngage has ranked four times as a Top Rated Chat Product Award Winner in the DrivingSales Dealer Satisfaction Awards and is a five-time Award Winner in the Dealers' Choice Awards.

The screenshot displays the ActivEngage console at <https://console.activengage.com>. The interface includes a navigation menu with options: Chats, Monitor, Visitors, Queues, Reports, Admin, and Help. A user profile dropdown shows '100' and 'user.na'. The main chat window is active for 'Sonia Bradshaw' (Trent J) at 'Levy Tucker Automotive'. The chat history shows:

- Sonia Bradshaw** - 1:59:36: Hello, I'm looking to finance a car, preferably 2019 or newer.
- Trent J** - 2:00:45: Hi Sonia, thanks for chatting in. My name is Trent. I'd be happy to help you in your search for your new car!
- Trent J** - 2:00:58: How soon are you looking to make your decision?
- Sonia Bradshaw** - 2:01:34: In the next week or so. I want to trade in my old vehicle.

The chat input field contains the text 'Type your message here...' and a 'Send' button. A status indicator at the bottom reads 'Sonia is saying: Yes, my email is sonia.br'. A red wavy line is drawn across the bottom of the screenshot.

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DIGITAL CERTIFIED PROGRAM

Self-Managed Software Solutions

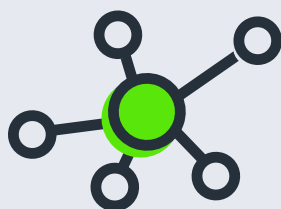
Best Value

Features	Lite \$79	Standard \$249	Platinum \$399
<i>Web-Based Console</i>	✓	✓	✓
<i>Unlimited Users</i>	✓	✓	✓
<i>Carfax Integration</i>	✓	✓	✓
<i>Lead Capture + CRM Integration</i>	✓	✓	✓
<i>14 Language Translation</i>	✓	✓	✓
<i>Chat Reporting & Analytics</i>	✓	✓	✓
<i>Customizable User Permissions & Roles</i>	✓	✓	✓
<i>Mobile Application</i>	✗	✓	✓
<i>Department Lead Routing</i>	✗	✓	✓
<i>Visitor Geo-Location</i>	✗	✓	✓
<i>PreRead™ Shopper Responses in Chat</i>	✗	✓	✓
<i>Website Visitor Analytics</i>	✗	✓	✓
<i>Clickpath Navigation</i>	✗	✓	✓
<i>SMS Texting</i>	✗	✓	✓
<i>Behavioral Targeting</i>	✗	✓	✓
<i>Account Support</i>	✗	✓	✓
<i>ActivAlerts</i>	✗	✗	✓
<i>QualiFi Prescreens</i>	✗	✗	✓

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Add-On Enhancements

ActivEngage offers additional services that are built to enhance core communication products. From behavioral offers to broader communication channels and beyond, the following enhancements have been made available to you at special rates through your OEM program.

Claim Your
\$250 OFF
any vehicle today!

First Name

Last Name

Phone

Email

CLAIM OFFER

[Terms & Conditions](#) [No Thanks](#)

ActivTarget Offer Example

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DIGITAL CERTIFIED PROGRAM

Add-On Enhancements



ActivTarget

Behavioral incentives that increase lead volume & boost test drives.

<https://www.activengage.com/activtarget/>

\$379
per month



MyDrive Experience

Share game-changing vehicle videos during dealer live chats at the touch of a button.

<https://www.activengage.com/mydrive/>

\$199
per month



RetailSync Messaging

ActivEngage integrates with Cox Automotive Digital Retailing, Darwin Automotive, and CDK / Roadster platforms.

<https://www.activengage.com/retailsync/>

\$249
per month



Exclusive Autotrader + KBB Messaging

Launch SMS/chat conversations directly from Autotrader listings.

\$99
per month



ServiceConnect*

Fill your service lanes and increase your average profit per RO with fully integrated in-chat scheduling. ActivEngage integrates with CDK, Time Highway and XTime platforms.

*Only Available for Fully-Managed Solution Customers

\$179
per month



OfferUp Messaging Integration

Messaging on the largest mobile marketplace in the U.S.

<https://www.activengage.com/offerup/>

\$99
per month



SMS Carrier Charge (Per Number)

Monthly service charge per active SMS-enabled phone number.

\$12
per month

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