



Chatting With James R.

CUSTOMER:

I'm looking to trade in my car and get a larger one, probably an SUV.

ACTIVENGAGE AGENT:

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

We're always looking to expand our trade-in inventory. Is there a particular SUV or vehicle that you're interested in learning more about?

CUSTOMER:

Thanks James! I'm just looking to get a car with bigger trunk space. I've outgrown my current car!

ACTIVENGAGE AGENT:

I totally get it, sometimes I have to borrow my brother's SUV when I have to haul something big like a TV. Just a moment while I pull up some SUV options for you!

CUSTOMER:

Sounds perfect, thanks!

ActivEngage



Digital Certified Program
2025



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

Were you considering trading in any vehicles towards this model that I should note?

Yes my current vehicle is a 2014 SUV.

Okay! We are always looking to expand our pre-owned inventory and are happy to consider your SUV towards this!

Type your message here. **SEND**

ae

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GENESIS CONTACT

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DIGITAL CERTIFIED PROGRAM
Fully-Managed Solutions

Best Value

Features	Silver \$619	Gold \$719	Platinum \$919	Black \$1,219	Private \$1,519
<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.

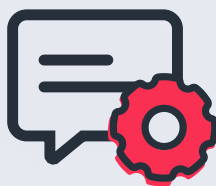
Prices displayed above are recurring monthly payments. Features available, except for states where not allowed by law.

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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 interface. At the top, there's a navigation bar with the ActivEngage logo and menu items: Chats, Monitor, Visitors, Queues, Reports, Admin, and Help. On the right, there are buttons for a heart icon with '100' and a user profile icon labeled 'user.n'. The main area shows a chat window for 'Sonia Bradshaw' with 'Trent J' as the agent. The chat header includes the customer's name, agent name, and business name 'Levy Tucker Automotive' with the note 'Yes, my email is sonia.br'. The chat history shows:

- Sonia Bradshaw - 1:59:36**: Hello, I'm looking to finance a car, preferably 2019 or newer.
- 2:00:45 - Trent J**: Hi Sonia, thanks for chatting in. My name is Trent. I'd be happy to help you in your search for your new car!
- 2:00:58 - Trent J**: 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.

At the bottom of the chat window, there is a text input field with the placeholder 'Type your message here...', a 'Send' button, and a status indicator: 'Sonia is saying: Yes, my email is sonia.br'. A large, stylized teal 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
Web-Based Console	✓	✓	✓
Unlimited Users	✓	✓	✓
Carfax Integration	✓	✓	✓
Lead Capture + CRM Integration	✓	✓	✓
14 Language Translation	✓	✓	✓
Chat Reporting & Analytics	✓	✓	✓
Customizable User Permissions & Roles	✓	✓	✓
Mobile Application	✗	✓	✓
Department Lead Routing	✗	✓	✓
Visitor Geo-Location	✗	✓	✓
PreRead™ Shopper Responses in Chat	✗	✓	✓
Website Visitor Analytics	✗	✓	✓
Clickpath Navigation	✗	✓	✓
SMS Texting	✗	✓	✓
Behavioral Targeting	✗	✓	✓
Account Support	✗	✓	✓
ActivAlerts	✗	✗	✓
QualiFi Prescreens	✗	✗	✓

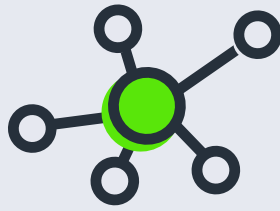
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Add-On Enhancements

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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