



# Transform the Way Shoppers & Customers Connect with You

**LET THEM CONNECT, SEAMLESSLY, AT EVERY TOUCHPOINT. WE CAN HELP.**

Get the ONLY solution for messaging that works on your website AND Apple Business Chat, 3rd-party advertising, Facebook Marketplace, Google My Business and Google AdWords...and from sales to service: LivePerson Automotive (formerly known as Contact At Once!) is the only one that can do it all.



## STREAMLINE MANAGEMENT

Manage service & sales messaging from your site, ad listings, Apple Business Chat, Facebook, Google My Business & more...in one platform.



## BOOST INTERACTIONS

Sites adding LivePerson Automotive messaging have shown engagement increases of up to 40%.



## INCREASE CONVERSIONS

Adding messaging across digital channels helps drive a 20% increase in lead conversions (including ad listings, Apple Business Chat & more).



## SELL MORE

42% of surveyed dealers sell 10+ cars/month to shoppers who chat or text.



## RAISE ROS & CSI

Messaging in the service department drives a 41% increase in additional work order approvals & can increase CSI scores up to 11 points.



## REDUCE HASSLE

Answer when you can. We'll "Tango" with you to manage conversations you can't (& can connect serious buyers directly with you via text).



**MORE THAN 9 IN 10** SURVEYED DEALERS SAY LIVEPERSON AUTOMOTIVE / CONTACT AT ONCE! HELPS THEM SELL MORE CARS.

# Pick Your Perfect Package

Online shoppers don't want to be leads. They want help. NOW. And with LivePerson Automotive messaging added to your Certified Website, it's easy to help them in every shopping or service moment...because we'll make sure you don't miss an opportunity.

## SALES PACKAGES

Setup Fee (\$250)

When you Tango with us, lead conversion is maximized to 70%+ (vs. about 50% when you go it alone).

### TANGO UNLIMITED

No limit to interactions or Live Advisor coverage.

**\$1,050/mo**

~\$6.00CPI (cost per interaction)

### TANGO 100

Up to 100 planned messaging interactions/mo.

**\$750/mo**

\$7.50CPI (cost per interaction)

### TANGO 50

Up to 50 planned messaging interactions/mo.

**\$450/mo**

\$9.00/CPI (cost per interaction)

- Chat, text (inbound/outbound) & asynchronous messaging between consumers & dealer staff.
- Live Advisors to respond on your behalf as needed, up to 24/7.
- Same-account access to 3rd-party messaging (AutoTrader, KBB, etc.)
- Easy integration with off-site channels (Apple Business Chat, Facebook, Google My Business / AdWords, traditional advertising)
- Ability to share digital retailing tools within conversation to increase customer satisfaction (inventory, CarFax, KBB valuation forms & more)

## SERVICE PACKAGES

Setup Fee (\$495)

Add messaging in the service drive to reduce calls, increase CSI scores, raise ROs and more. **Buy it along with a sales package for an extra discount.**

### LARGE DEALERS

\$896/month when added to a sales package.

**\$945/mo**

3,000 RO volume

### MEDIUM DEALERS

\$626/month when added to a sales package.

**\$660/mo**

2,000 RO volume

### SMALL DEALERS

\$446/month when added to a sales package.

**\$470/mo**

800 RO volume

- Two-way interactive texting between service advisor & customer
- Fully TCPA & FCC compliant (written consent on RO)
- 99% customer usage (less than 1% opt out)
- 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 OPTIONS + Additional Text Numbers** - \$49/month (Get an extra 5 text numbers to dedicate to advertising, etc.)

Text: 404-850-9297

livepersonautomotive.com



LIVEPERSON

AUTOMOTIVE