

Digital Certified Program

2022



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.

A composite image featuring a live chat interface on the left and a woman on the right. The chat window is titled "LIVE CHAT WITH: JAMES" and contains three messages: a question about trading in vehicles, a response about a 2014 SUV, and a confirmation from the dealership. A circular profile picture of a man with glasses and the "ae" logo is visible. The input field at the bottom says "Type your message here." with a "SEND" button. The woman on the right is smiling and looking at her yellow smartphone. A teal "L" icon is positioned above her. The background is a light teal gradient.

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

ACTIVENGAGE CONTACT

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



DIGITAL CERTIFIED PROGRAM Fully-Managed **Solutions**

Features	Best Value				
	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 Business Messaging</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</i>	✗	✗	✓	✓	✓
<i>MyDrive Video</i>	✗	✗	✓	✓	✓
<i>Direct to Messenger from Online Ads</i>	✗	✗	✗	✓	✓
<i>OfferUp Messaging</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.

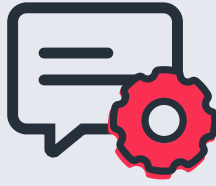
3

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 titled 'Sonia Bradshaw - Trent J - Levy Tucker Automotive - 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.

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 scribble is present at the bottom of the screenshot.

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DIGITAL CERTIFIED PROGRAM
Self-Managed **Software Solutions**

Features	Best Value		
	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>Google Business Messaging</i>	✗	✓	✓
<i>ActivAlerts</i>	✗	✗	✓
<i>QualiFi Prescreens</i>	✗	✗	✓

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ActivTarget Add-On **Enhancement**

ActivEngage offers additional services that are built to enhance core communication products. ActivTarget behavioral incentives increase lead volume and boost test drives.

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

Claim Your
\$250 OFF
any vehicle today!

First Name

Last Name

Phone

Email

CLAIM OFFER

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\$379
per month

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