

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

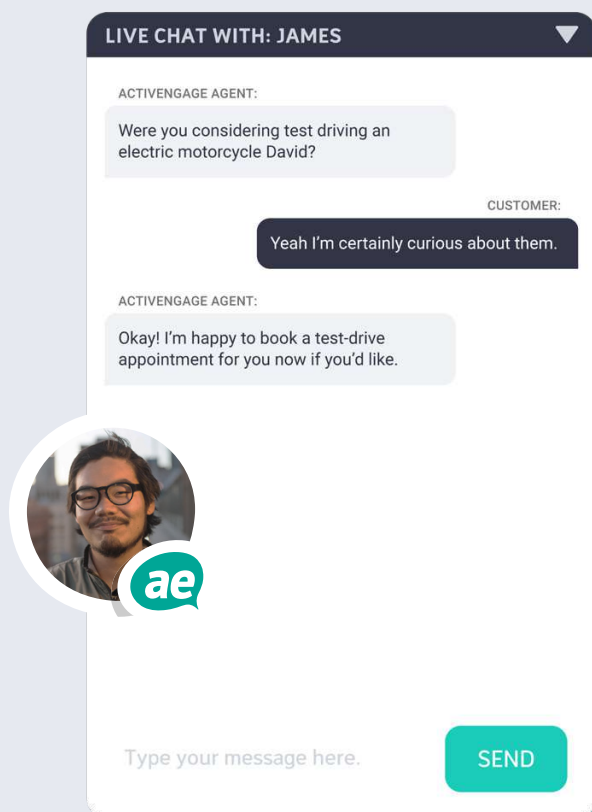
STELLANTIS

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.



ACTIVENGAGE CONTACT

For questions, please contact us at sales@activengage.com



DIGITAL CERTIFIED PROGRAM

Fully-Managed Solutions

Best Value

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

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.

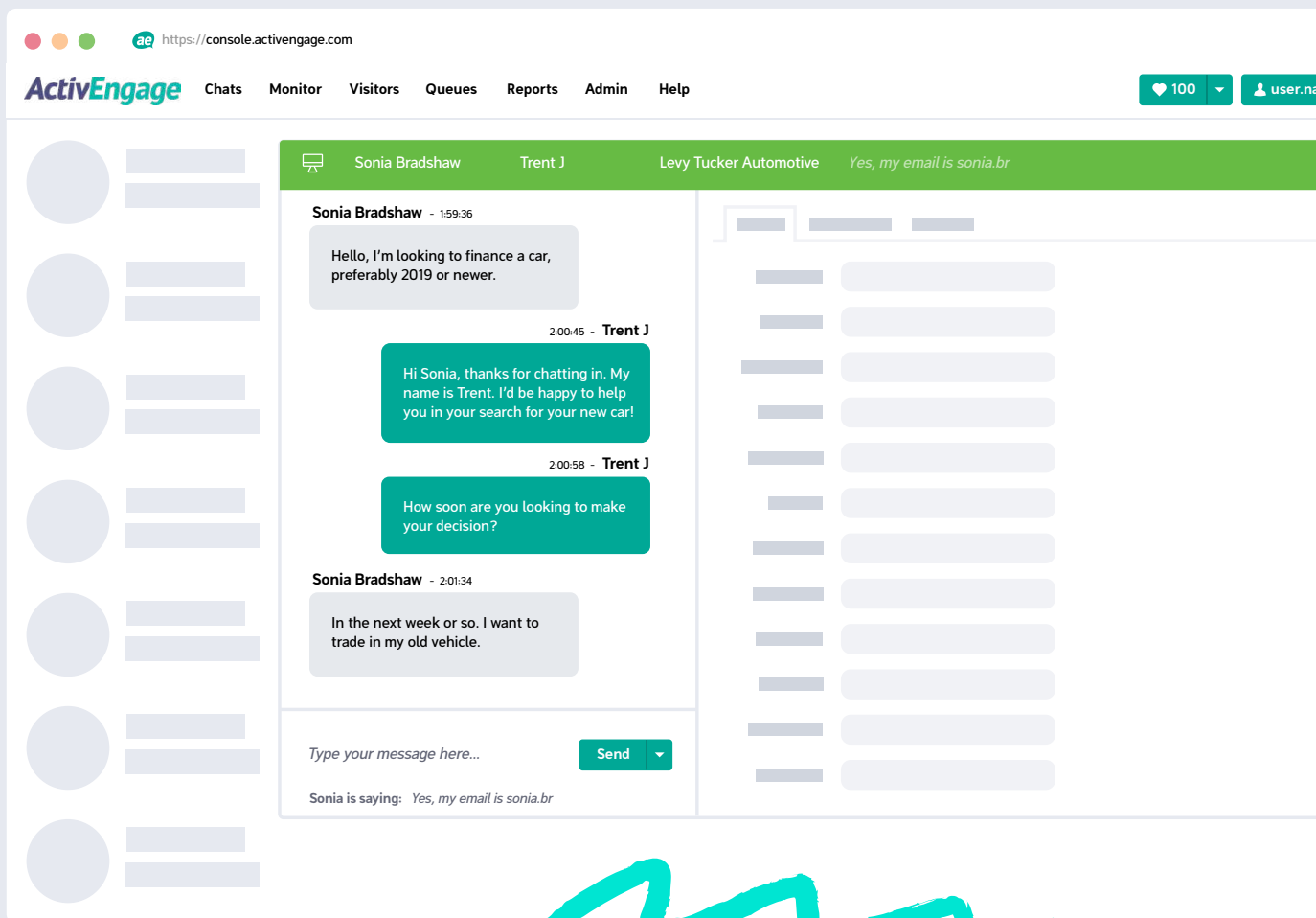
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Self-Managed Software Solutions

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.



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DIGITAL CERTIFIED PROGRAM

Self-Managed Software Solutions

Best Value

Features	Lite	Standard	Platinum
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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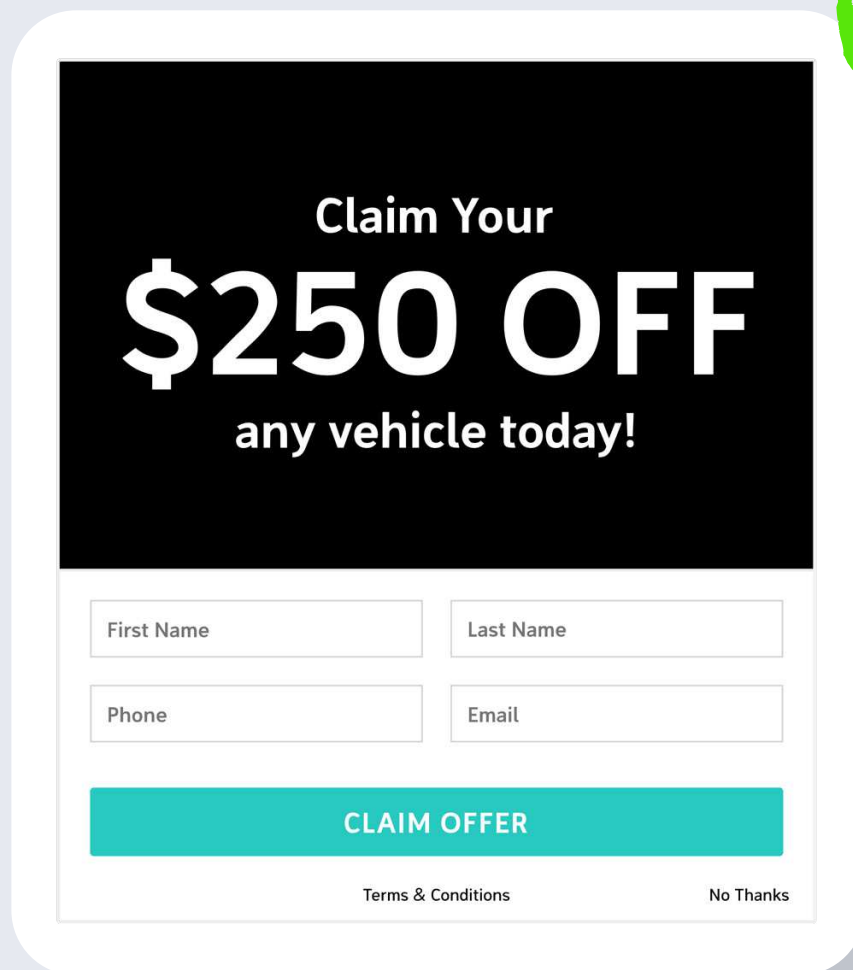
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