

product / solution: live chat

- Voice Messaging
- Text Messaging
- Email Marketing
- Targeted Mail – RPM
- Call Capture & Return
- Data Enhancement
- Data Integration
- Data Segmentation
- Live Chat**
- Loyalty Programs
- Online Scheduler
- Personal Web Page (PURL)
- Preference Manager
- Web Return

Live Chat can increase web leads by **25% OVERNIGHT** and increase the number of appointments scheduled due to web visits.

OneCommand's **Live Chat** allows you to open an instant line of communication with a customer that has questions, but is not ready to visit your dealership. This prospect can be turned into a live up quickly and easily using **Live Chat**. You may select any page of your dealership's website and turn it into a live chat page, and you can set up as many computers as you would like with this technology.

When someone visits your website, the business card of a salesperson drops into view. The customer can click on "call" or more often than not, they will click on "instant chat." At your dealership the computer assigned to this program "RINGS" like a phone and you are live with a customer. OneCommand's technology can monitor if someone is at the computer or not. If no one is there, the business card does not appear and your website works as before.

Live Chat Helps You To:

- o Improve lead tracking
- o Provide instant gratification for visitors to your site
- o Convert more visitors into leads and eventually customers
- o Improve recognition and perception of your dealership

