



**Dealer E Process 24-7 Pro-Active Live Chat – We Do The Chat – You Sell The Cars!**

Dealer e-Process has a Pro Active Live Chat application available on all dealer websites. The Dealer e Process live chat **IS NOT** your ordinary chat application. Our live chat is administered by live agents that work for Dealer e Process 24/7 365 days a year. We Pro Actively greet every customer that comes to the dealer website with a live greeter.



***What can Pro Active Live Chat do for you?***

1. *Generate Leads*
2. *Pro-Active chat greets every customer that visits your website.*
3. *Increase business availability*
4. *Answer customer's questions*
5. *Qualify customers*
6. *Schedule Appointments*
7. *Sales person on website*
8. *You website will truly be open 24/7 – 365 days a year.*

Our research has shown us that more than **95% of the visitors on a website are clicking away within 2 minutes**. Without leaving their contact details or calling the phone number on the website. The next morning they won't even remember which website they went to.

Our live chat engages the customer by greeting every customer without the customer having to press a button. Dealer e Process has built the technology that allows us to push web pages out to customers through our "push page technology." We can send a customer a page without the customer moving a mouse. All live chat transcripts are emailed to internet managers in real time as well as a stored copy integrated in the back end of our website tool.

**See screen shot for Pro Active Live Chat – Administered by Dealer e Process**

The image shows a live chat window on the left and a car dealership website on the right. The chat window is titled "SWEENEY" and features a live host named Andrew. The website header includes the Sweeney logo, contact information (800-532-0816), and a "DEALER OF THE YEAR" badge. The main navigation menu lists "USED VEHICLES", "SPECIALS", "SERVICE & PARTS", "FINANCE", and "ABOUT US". A search bar is prominently displayed with filters for Type, Make, Model, and Min. Year. Below the search bar are buttons for "New Specials", "Used Specials", "Get A Quote", and "Financing". A "TAKE A VIDEO TEST DRIVE!" banner is visible, along with a grid of car models at the bottom.

**Live Chat Window:**

Live Host: **Andrew**

**Andrew:** Hello, Thank You for visiting Sweeney Chevy. Are you looking for a New or Pre-owned vehicle?

**Buttons:** SEND, CLOSE

**Text:** SERVICE PROVIDED BY: DEALER E PROCESS

**Website Header:**

**SWEENEY** Since 1921

INTERNET SALES **800-532-0816**

Service: 800-814-9701 • Parts: 800-814-9154

**DEALER OF THE YEAR**

**Navigation:** USED VEHICLES | SPECIALS | SERVICE & PARTS | FINANCE | ABOUT US

**Search Filters:**

Search Vehicles	Search by MPG	Search by Payment
Type: New	Max. Year: 2010	
Make: Chevrolet	Min. Price: \$0	
Model: Any	Max. Price: \$60,000+	
Min. Year: 2009	Order: Price Ascending	

**Buttons:** Search, New Specials, Used Specials, Get A Quote, Financing

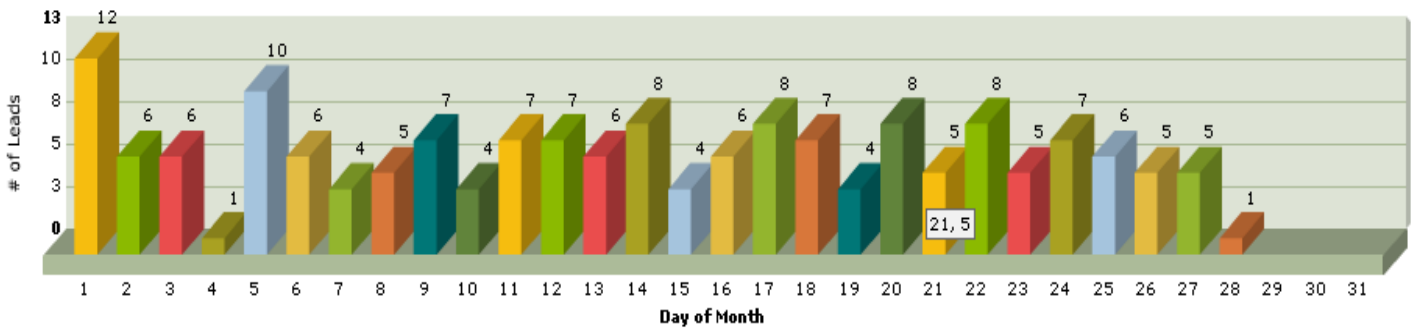
**Banner:** TAKE A VIDEO TEST DRIVE! Select a Vehicle To Take a Tour

**Car Models:** Avalanche, Aveo, Cobalt, Colorado, Corvette, Equinox, Express, HHR, Impala, Malibu

**Logos:** GM Certified USED VEHICLES, GM Accessories, Value Your Trade, OnStar

**Screen Shot of Live Chat Reporting – Each plus sign shows full chat transcript when clicked.**

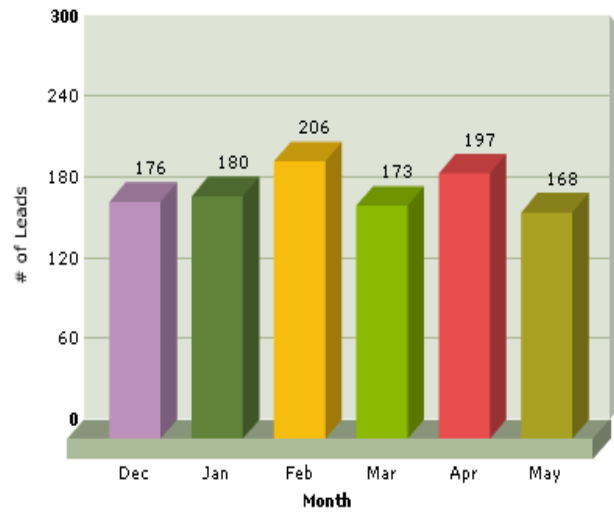
Shown below are all the chat leads created off of your website for the chosen month, ordered by date.



Select a month:

Chat Leads (168 total)

05/28/2009 at 02:46:19 PM	+
05/27/2009 at 09:23:06 PM	+
05/27/2009 at 01:52:08 PM	+
05/27/2009 at 11:25:26 AM	+
05/27/2009 at 09:07:12 AM	+
05/27/2009 at 12:52:13 AM	+
05/26/2009 at 04:48:04 PM	+
05/26/2009 at 03:09:07 PM	+
05/26/2009 at 01:07:12 PM	+
05/26/2009 at 12:45:49 PM	+



## **Full Chat Transcript - Sales**

05/24/2009 at 10:34:55 AM



Todd: Hello! My name is Todd. I am the website greeter. Welcome to Grossinger Toyota! How may I help you today?

Visitor 1498: I am looking to possibly trade in my current car and purchase a new toyota. But, I don't know where to start. I have poor credit and no co-signer.

Todd: Let me help you with that.

Todd: May I have your name please?

Visitor 1498: Amanda

Todd: Nice to have you with us, Amanda.

Todd: Can you tell me which particular make, model and/or year are you interested in?

Amanda: I am not sure. I need a car with a lot of room. I haven't done any research yet

Todd: Okay, can you inform me which vehicle make and model are you looking to trade in?

Amanda: I have a Dodge Intrepid. I don't know much about the process of trading in a car. This is my first time.

Todd: I understand. No worries, Amanda I will help you with that.

Todd: May I ask, for the mileage of the vehicle please?

Amanda: I am not sure, but it's under 100,000. Maybe 85,000 or so

Todd: All right. May I have your email address and phone number and I will have a Representative get back to you for further details in this regard?

Amanda: Absolutely! My email address is [amanda\\_karter@hotmail.com](mailto:amanda_karter@hotmail.com) and my number is 773-316-7522

Todd: Thank you for sharing your contact details with me. Let me also take you to a page where you can fill out an online trade in form.

Todd: Please disable any pop up blocker that you maybe using and let me know when you are done.

Amanda: All right, Todd, I think I'm ready.

Todd: Here is the page.

Todd: Pushed <http://www.grossingertoyotanorth.com/page/tradein/en/>

Todd: Did the page open successfully?

Amanda: Yes, Thank You!

Todd: You're welcome. Is there anything else I could help you with?

Amanda: I don't think so, thanks again.

Todd: You're welcome.

Todd: Thank you for visiting grossingertoyotanorth.com. Have a great day!

Amanda: You have a BETTER one, Todd!

05/24/2009 at 12:12:52 AM



05/23/2009 at 06:57:33 PM



## **Full Chat Transcript - Service**

05/26/2009 at 01:07:12 PM



Aaron: Hello! My name is Aaron. I am the website greeter. Welcome to Grossinger Toyota! How may I help you today?

Visitor 3409: I need to get my car serviced.

Aaron: All right, may I have your name please?

Visitor 3409: Is this the grossinger located on ceciro

Visitor 3409: Jamila Aburmishan

Aaron: Nice to have you with us, Jamila.

Jamila: thank u

Aaron: You're welcome. Yes our address is: 7225 N. Cicero Ave. Lincolnwood , IL 60712

Aaron: Let me take you to the page where you can fill out an online application and one of our representatives would get back to you and help you out.

Aaron: Before we move on, may I have your phone number and e-mail address for our records?

Jamila: 847.436.8688

Jamila: [Jamila.Aburmishan@gmail.com](mailto:Jamila.Aburmishan@gmail.com)

Aaron: Thank you for sharing your contact details with me.

Aaron: Please disable any pop up blocker that you maybe using and let me know when you are done so that I can go ahead.

Jamila: Go Ahead

Aaron: Here's the page now.

Aaron: Pushed [http://www.grossingertoyotanorth.com/page/service\\_appointment/en/](http://www.grossingertoyotanorth.com/page/service_appointment/en/)

Aaron: Have you got the page?

Jamila: yep

Aaron: Great! Is there anything else I can help you with?

Jamila: Nope, thanks for everything.

Aaron: Thank you for visiting grossingertoyotanorth.com. Have a great day!

05/26/2009 at 12:45:49 PM



05/26/2009 at 09:37:42 AM



## **Full Chat Transcript - Parts**

05/14/2009 at 05:25:53 PM 

Lance: Hello! My name is Lance. I am the website greeter. Welcome to Grossinger Toyota! How may I help you today?

Visitor 3542: i have a lifetime warranty on my car and was wondering if a ball rod(?) is covered under that warranty.

Lance: Let me help you with that. Firstly, may I have your name please?

Visitor 3542: Taylor

Lance: Nice to have you with us, Taylor

Taylor: thank you

Lance: You're welcome! I have to put you in touch with a representative to help you with that. Would you like this?

Taylor: sure

Taylor: i will find out the exact name of what i need real fast

Lance: Great! May I have your email, phone number and the best time to reach you?

Taylor: my cell is 312-505-9720. Best time would be around 5 tonight, is that possible

Lance: Thank you for sharing your contact details with us, Taylor. I will make a note of that.

Lance: May I take you to a page with more information on parts?

Taylor: sure thanks

Lance: Of course! Please disable any pop up blocker that you maybe using and let me know when you are done so that I can go ahead.

Lance: Taylor, please let me know when you're ready.

Taylor: ready

Lance: Thank you. I'm sending you the page now.

Lance: Pushed [http://www.grossingertoyotanorth.com/page/parts\\_department/en/](http://www.grossingertoyotanorth.com/page/parts_department/en/)

Lance: Did the page open up successfully?

Taylor: yes

Lance: That's good to know. I will pass on your details to a representative who will get in touch with you.

Lance: Is there anything else I can help you with?

Taylor: am i supposed to order the part now?

Lance: I suggest waiting for the representative to get in touch with you or you may call us at 866-610-2504

Taylor: ok thanks!

Lance: You're welcome! May I help you with anything else?

Taylor: nope

Lance: Thank you for visiting grossingertoyotanorth.com. Have a great day!

05/14/2009 at 05:24:48 PM 

05/14/2009 at 01:47:26 PM 