

CHATBOTS IN AUTO DEALERSHIP BUSINESS CASE

PAIN POINTS IN THE EXISTING SYSTEM



41%
say

Customer service agents give different answers

34%
say

Customer service agents don't know the answer

31%
say

Can't find answer on website

- An uncontrollable number of new applications
- Long on call waiting time

WHAT CHATBOT CAN DO?

PRE - SALES



Car details/ brochure
Images, Configurations,
Price Tables



Book Test Ride



Financing tools/
EMI Calculators



Offer blasts/
inventory
clearance sales

POST - SALES



Service booking



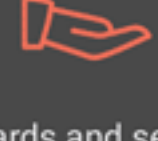
Accident Assistance
Damage repair
quotes



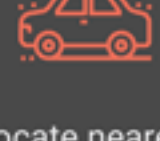
Hotline call
numbers



Find and book
for nearest
driving schools



Rewards and service
discount messages



Locate nearest
service centers



Past records



Insurance and
Service reminders

WHY BRANDS USE CHATBOTS?



Customers are there

No need to download an app for every brand. Client would contact you via a chat using a bot



Efficient for companies

Amazing customer acquisition and retention, immediate customer service with all automation



Technology is waiting for you

Chatbot technology is stable enough to be able to take over the mass market



Did you know?

To develop a chatbot you need the following

INTEGRATION NEEDS

API access

for booking test rides and service related features

Catalogue information

Pricing information

CRM API access

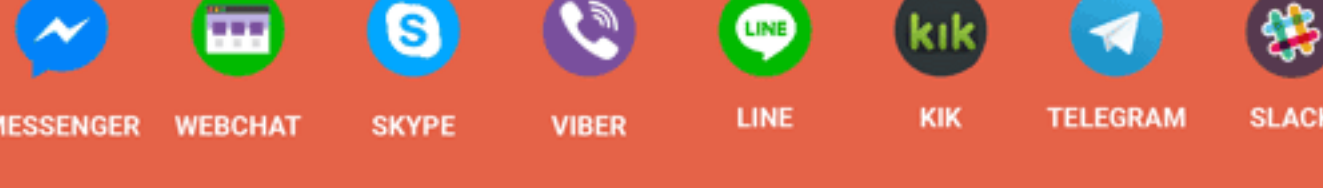
to dump inbound queries via car brochure, EMI calculators etc.



BENEFITS

- Reduce operational and service expense
- Get a new age platform to wow your customers
- Increase engagement with customers and touchpoints
- Eliminate mobile app-fatigue
- Multiply reach, increase breadth and depth of engagement
- Rich analytics and customer interaction
- Instantaneous response without the need for human response delays
- Train your own bots
- Chatbot web widget integration on your websites
- Measure and Improve your CSAT score
- Always on 24by7 services

ENGATI SUPPORTS



ENGATI BOT IS HERE TO HELP



www.engati.com



contact@engati.com