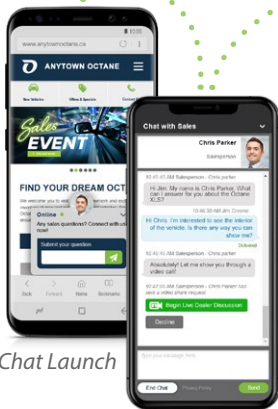




## THE CONFIDENCE OF CHOICE. A FULLY IMMERSIVE OMNI-CHANNEL EXPERIENCE.

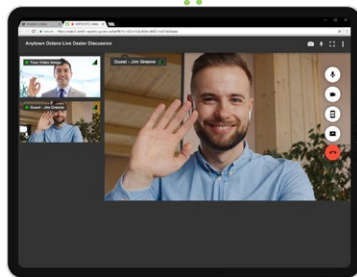
### The best experience is the one the customer can choose.

Designed exclusively with the automotive retail process and online shopper in mind: **the first fully integrated omni-channel platform providing chat, voice and 1 or 2-way video.** We connect active online customers with your salespeople who aren't busy on the showroom floor – who better to guide an engaged online shopper looking to start their journey than your qualified product experts? Enable your best sales tool – your salespeople – to mimic the physical sales process and easily engage online traffic between showroom walk-ins. **It's sales made seamless, with no limitations.**

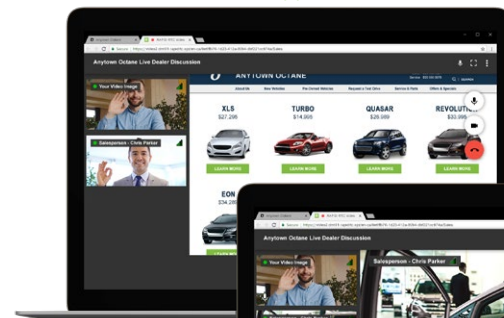


Chat Launch

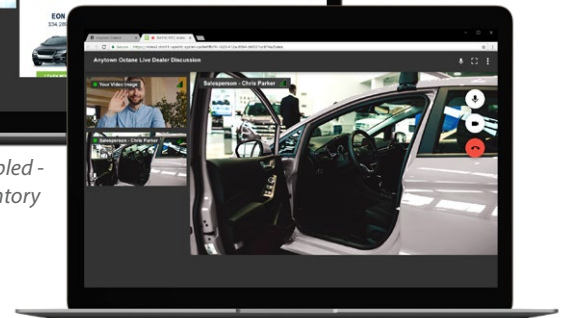
Live Dealer  
Customer Invite



Live Dealer Activated -  
2-Way Video Enabled





Screen Share Enabled -  
View Dealer Inventory





2-Way Video Enabled - Live Product Walkaround


### Enhance your digital retail offering:


- 

**CHAT WITH CHOICE.**  
Prospects choose their settings and communication method for the ultimate experience: 1 or 2-way video, voice-only, or traditional chat.
- 

**COMPLETE MOBILITY.**  
No apps, software or downloads required. Transfer in-progress conversations from desktop to any mobile device, anytime, anywhere.
- 

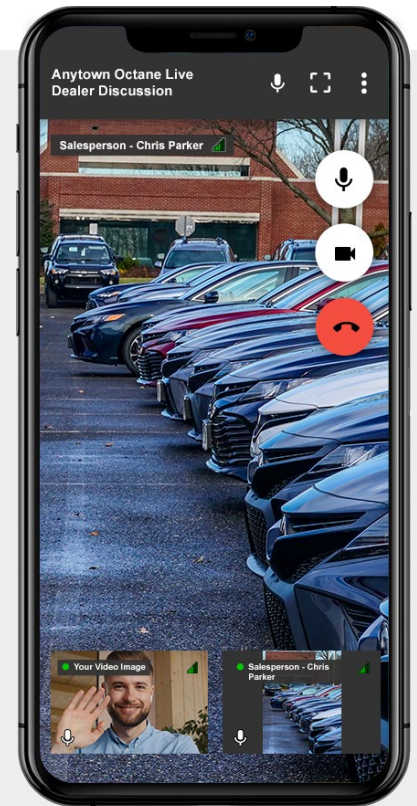
**FULL SHOWROOM EXPERIENCE.**  
Fulfill the consultative sales process: check inventory, screen share for build & price or credit applications, attach brochures, and give live walk arounds.
- 

**NO BOTS. REAL CONNECTIONS.**  
24/7/365 coverage by our certified Concierge Team, who greet and connect customers with your salespeople – no bots, only our people.
- 

**BUSINESS INTELLIGENCE.**  
Video, voice & chat engagement metrics are available for coaching and training, with a record of each conversation session having occurred.
- 

**RETURN ON INVESTMENT.**  
71% of car buyers say the dealer experience has an impact on whether they buy or not.

## Personal, engaging interactions that enhance any digital retailing platform.



2-Way Video Enabled - Live Inventory Tour

**RAPID RTC Live Dealer** revolutionizes the traditional chat experience with omni-channel, fully immersive audio-visual engagement for a completely personalized buying journey. Enhance your digital retail platform with your entire dealership at your exposure, empowering your salespeople to build trust and rapport during the digital journey by sharing the familiar elements of the physical sales process – without limitations.

With screen share ability, salespeople can guide customers through each part of the online process in real-time. At the same time, the online customer retains control over their preferred communication style and how they're comfortable connecting for the conversation, creating the closest possible experience to visiting the physical dealership.

## Sales made seamless: The easiest integrated platform for your current sales process.



**RAPID RTC Live Dealer** allows your online prospects from **Corporate** or **Dealer Websites** to engage directly with your sales team on any device. Our Concierge Team immediately greets the prospect and pages your salespeople who aren't currently busy with showroom walk-ins. The salesperson who accepts first is connected to your prospect in real-time and continues the dialogue, then inviting the prospect to enhance their experience by enabling voice only, or 1 or 2-way video chat settings if they prefer; allowing for a real conversation while the Concierge remains on standby to support when needed.