



Here's a summary of the features in our Sales TextChat platform:

These features are summarized [here](#).

Sales TextChat® for your sales departments. Many customers prefer the convenience of texting rather than phone calls or onsite visits. It will save time for your sales staff too. **TextChat** are concise and to the point, and tend to get very “low in the funnel” prospects. Your staff won't be juggling phone calls or babysitting the phone. **TextChat** can easily be assigned or transferred to any sales person at any time.

Service TextChat for your service departments. This is a real time-saver for your service department. It minimizes phone tag, and archives any conversations with customers relating to service on their vehicles. Pictures of proposed work or completed work can be sent to customers for approval. This can also be used to send customers coupons for oil changes, detailing, etc.

Inventory TextChat providing car-specific chat buttons in your online inventory. This concept can be taken offline to your print ads using keywords for each inventory item. Customers simply text a car-specific keyword from the print ad to short code 69696 to notify the appropriate sales person of a chat request on a specific inventory item.

All **TextChat** functions allow two-way transmission of pictures, videos or documents between your sales or service departments, and the customers.

PC Exe Chat - Sales or service staff do not have to be tied to a specific computer to use the platform. They can be working from their desk and be notified of a chat from one of their leads right on their own PC or mobile device. And yet the dealership still maintains control of the relationship with the prospect. The customer never sees the personal mobile number of your staff using the system!

Live Web Chat - Different than **TextChat**, as it is less personal from the customer's point of view. The customer uses a web browser to chat, rather than the built-in text function in their mobile device. It can be more anonymous for the customer depending upon how much information is requested by the system from customers requesting a web chat. The system can automatically request customer names only, or name and phone, and email if desired.

SMS Reputation Management System - Designed to gather positive customer reviews and keep negative reviews off public review sites like Yelp or Google. Read more about this feature [here](#).

Staff Notification System – An internal “**TextChat**” service we designed specifically for multi-location dealer organizations, so that they can internally communicate by text to groups of employees, by job title, location, etc.

White label platform for multi-location dealerships, allowing administrators to navigate all locations from one convenient application. This is available for dealership groups of 5 or more separate locations. Each location is a dealership having a separate Sales TextChat or Service TextChat license. Dealerships with both licenses are considered one location.

Our **customized mobile app** provides all of the features available from many mobile apps – vehicle inventory selection, service scheduling etc, plus a few unique features that only Dealer Mobile Solutions can provide. Unique features include the “**click to text**” feature that leads directly into our Sales TextChat® platform, plus **state-of-art geo-fencing capabilities, that allow you to not only send automatic, preset text or rich media whenever a user enters a prearranged geo-fence (a competitors lot, for instance), but provide live time feedback to your BDC that the customer has entered the geo-fence.** Think about the usefulness of that feature to know where your customers are shopping!