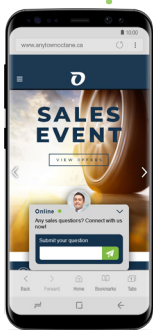




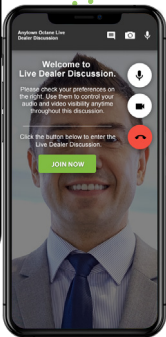
THE CONFIDENCE OF CHOICE. A FULLY IMMERSIVE OMNI-CHANNEL EXPERIENCE.

The best experience is the one the customer can choose

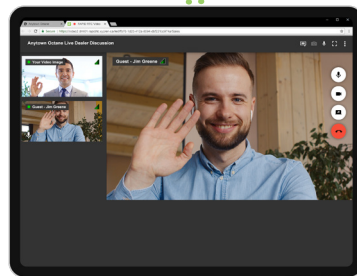
Designed exclusively with the automotive retail process and online shopper in mind: **the first fully integrated omni-channel platform providing chat, voice (VoIP) and 1 or 2-way video.** We identify each online customer's preferred communication channel and connect them directly with your salespeople using that channel. Who better to guide engaged online shoppers than your product experts who aren't busy in the showroom? Enable your best sales tool – your salespeople – to mirror the physical sales process and easily engage online traffic between showroom walk-ins. **It's sales made seamless, with no limitations.**



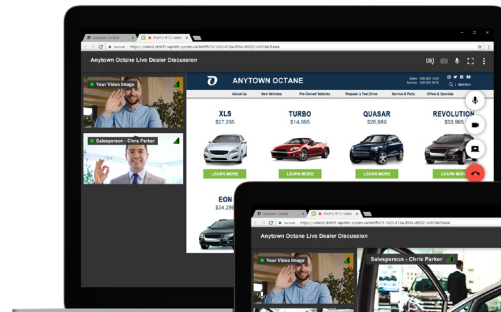
Chat Launch



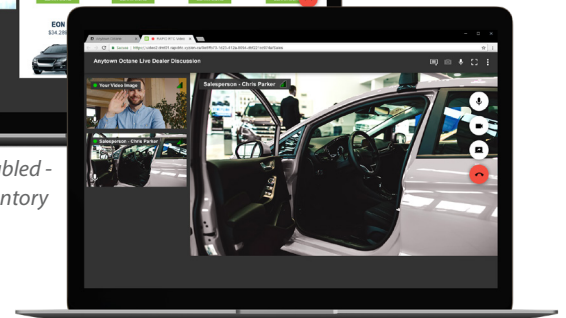
Entering Live Dealer Discussion



Live Dealer Activated - 2-Way Video Enabled









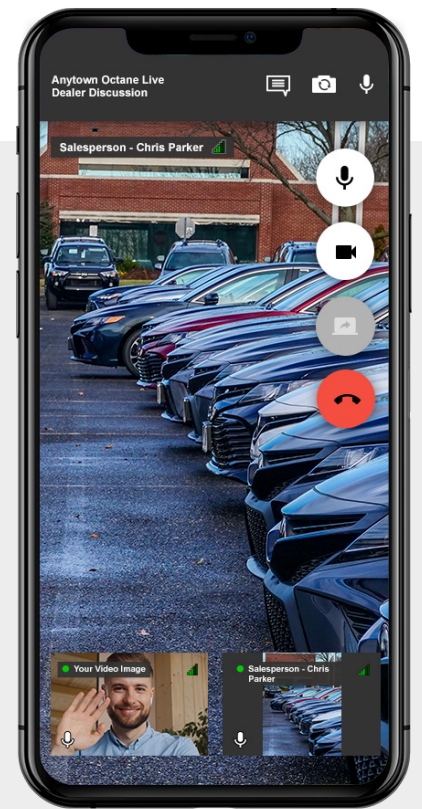
Screen Share Enabled - View Dealer Inventory



Customer View - Live Product Walkaround

Enhance your digital retail offering:

- 
CONNECT WITH CHOICE
 Prospects choose their settings for the ultimate online experience: chat, voice-only (VoIP), 1 or 2-way video and/or screen sharing. And – allow customers to reconnect with the same salesperson on subsequent visits to continue their process.
- 
COMPLETE MOBILITY
 No apps, software, extra hardware or downloads required. Transfer in-progress conversations from mobile to desktop and back anytime.
- 
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.
- 
CONSULT A 3RD PARTICIPANT
 Invite a 3rd participant – such as an F&I manager or spouse – into the live discussion to consult on financing, payment options, or special offers.



Customer View - Live Inventory Tour

Personal, engaging interactions that enhance any digital retailing platform

9/10

9 out of 10 respondents say video makes it easier to get their point across

71%

71% of car buyers say the dealer experience has an impact on whether they buy or not

9 Sec.

Our Concierge service averages an industry leading 9 seconds to pick up a chat and greet your prospect

80%

80% of users are familiar with using video communication at work for 1:1 meetings

121%

Sales conversions are 40% higher when customers can connect directly with a salesperson

41%

41% of users believe companies offering video conferencing have more engaged employees

RAPID RTC Live Dealer revolutionizes the traditional chat experience with omni-channel, fully immersive audio-visual engagement for a completely personalized buying journey on each customer's preferred channel. Enhance your digital retail platform with your entire dealership at your exposure, empowering your salespeople to build trust during the digital journey by sharing the familiar elements of the physical sales

process – without limitations. With screen share ability, the online shopper can be guided through each part of the online process in real-time, and an additional participant can join the discussion for consultation. The customer retains control and chooses 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 and qualifies the prospect, identifies their preferred channel and pages out to your salespeople. The salesperson who accepts is connected to your prospect on that channel in real-time to continue the dialogue; allowing for a real conversation while the Concierge remains on standby to support when needed. And on subsequent website visits, User Recognition technology reconnects them with the same salesperson to continue the online journey.