GoTo Connect

GoTo Connect for Automotive

All-in-one AI-powered communication platform built specifically for car dealerships.

For automotive dealerships, every call can be the next opportunity. On average, automotive dealerships miss nearly 23% of inbound phone calls which can lead to $853,000 in annual revenue loss for a single dealership[1] . With GoTo Connect for Automotive, brings every customer touchpoint together, ensuring every opportunity is answered.

Purpose-built to solve your dealership's unique challenges

Unify calls, texts, fax and emails in one platform for a complete view of every customer interaction.

Enable 24/7 appointment booking with automated scheduling to close more deals and keep customers coming back.

Connect seamlessly with CRM and DMS platforms to streamline workflows and boost follow-ups.

AI-powered analytics to spot trends, deliver real-time alerts, and coach your team.

Extensive automotive integration capabilities

VinSolutions by Cox Automotive

CDK

TEKION

DealerSocket

MOMENTUM™

CarWars OWN THE PHONE

BLiNKAI AUTOMOTIVE

Dealertrack
TECHNOLOGY THAT DRIVES YOU.

salesforce

purplecloud

Microsoft Teams

CALLREVU

Ommunify

GoTo Connect for Automotive

Increase answered calls, book more appointments, and give your team full visibility into every customer interaction. Easily set up multiple rooftops, make changes with ease, and rely on expert support whenever you need it. GoTo Connect streamlines workflows and daily operations to help increase profitability, purpose-built for dealerships.

Dealerships can choose the right solution to support their business:

Connect CX for Automotive

This solution offers omnichannel communication capabilities, CRM and DMS integrations and real-time reporting, reducing the number of tools to help streamline workflows and cut costs.

**Effortlessly manage all your tools from a single platform:**
- Access calls, SMS, WhatsApp, and more from desktop or mobile.
- Manage every message in one shared inbox.
- Instantly view customer history via CRM and DMS integration.

Transform data into actionable insights across all rooftops:
- View customizable interaction reports with Advanced Reporting.
- Receive real-time alerts for high-risk calls based on sentiment or keywords.
- Attribute inbound calls to marketing campaigns and channels for measurable results.

Maximize Every Opportunity:
- Automatically book service appointments 24/7 with AI Receptionist through Xtime and BLiNK AI integrations.[2]
- Intelligently route calls using CRM data for faster, personalized service and fewer transfers.
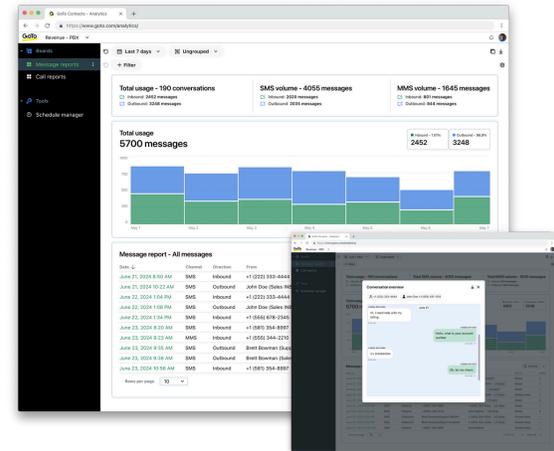
BDC Complete

In addition to what is included with Connect CX for Automotive, this add-on solution provides you with even more capabilities that your BDC needs to drive the sales and service business for your dealership.

- Leverage AI for instant call summaries and notes, reducing wrap-up and handling time.
- Boost answer rates by protecting your number from spam flags and resolving caller ID issues fast.
- Access real-time insights to proactively manage call topics and enhance service.
- Use AI Quality Management to spot trends, correct issues, and improve BDC performance and customer satisfaction.[3]
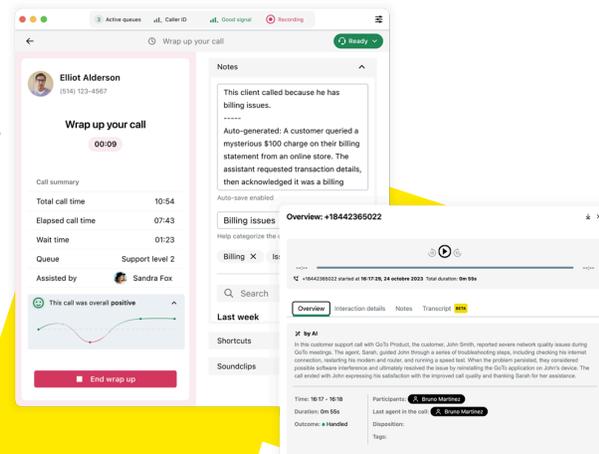
Interested in learning more? Visit
GoTo.com/automotive to get in touch.

Learn more

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