

## Datasheet

# GoTo Connect for Automotive + DriveCentric



GoTo Connect and DriveCentric work together to keep every call, text, and voicemail inside the CRM your team already uses every day. Calls are logged automatically, messages stay in sync, and your staff spends more time with customers and less time on admin.



### Seamless Connections

Calls, texts, and messages between GoTo Connect and DriveCentric stay in sync automatically. Every customer interaction is captured and logged in real time so your team always has a complete, accurate picture.



### Smart Automation

Call logging, voicemail transcription, and message routing happen the moment a call ends. Your team gets accurate data automatically, with AI-generated summaries, topic detection, and sentiment analysis included.



### Flexible Customization

Configure phone number routing, user assignments, and workflow settings per location from one GoTo admin dashboard. Whether you manage two stores or twenty, setup and changes happen in one place.



### Instant Context, Every Call

Every customer interaction is captured and logged in real time so your team always has a complete, accurate picture. Intelligent call routing automatically connects customers to the right department or service advisor, reducing transfers and wait times.

## One Connected System for Your Entire Dealership

Keep every customer interaction organized and accessible across your sales, service, and BDC teams. GoTo Connect and DriveCentric work as one system so every call, text, and voicemail stays tied to the right customer record.

### Key Features Include:

- ✓ Automatic call logging with AI-generated summaries, key topics, and call sentiment posted directly to DriveCentric contact records
- ✓ Two-way SMS messaging inside DriveCentric using your GoTo phone numbers, with every thread tied to the right customer record
- ✓ Click-to-call from inside DriveCentric using the user's assigned GoTo phone line, ready with one click
- ✓ One admin dashboard to manage users, settings, and workflows across all your locations
- ✓ Voicemail transcripts automatically posted to the correct DriveCentric customer record the moment they are received
- ✓ Phone number filtering per location so the right calls and texts route to the right DriveCentric instance

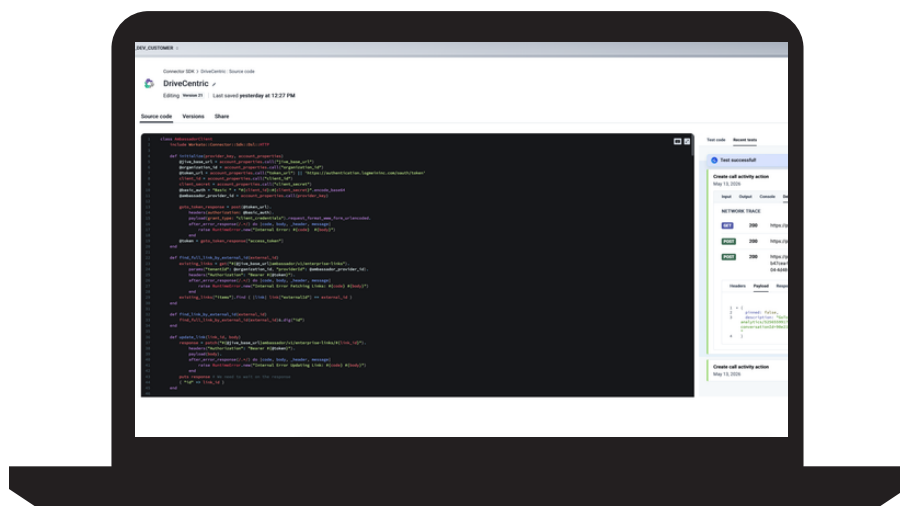


Image 1: AI Call Logging

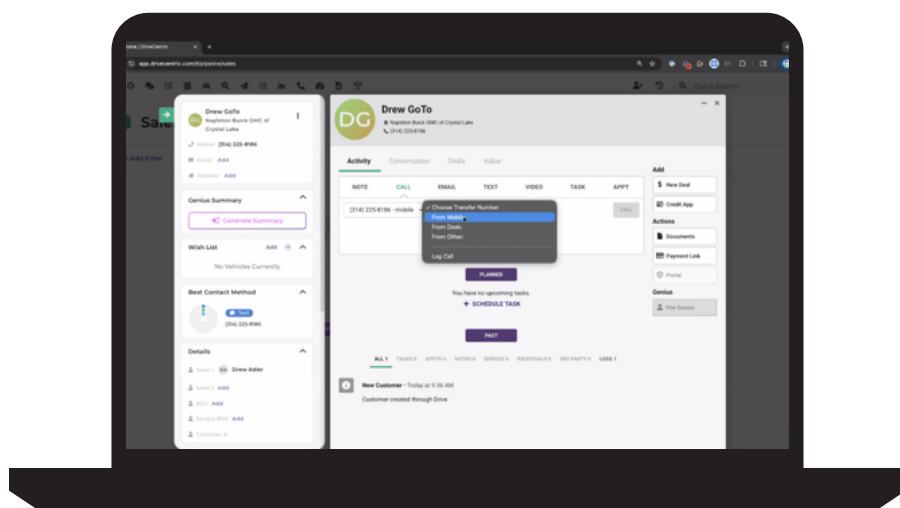


Image 2: Click-to-Call

**Interested in learning more?**

Reach out to your GoTo Connect Representative.