


# Elevate your customer experience.

Stay connected to customers on your website and in-store.



“We have used Gubagoo for at least 4 years now, and won’t consider any other chat tool. **Having the tool on our website has truly turned our website into a virtual showroom.** If customers have questions, they are able to get answers from OUR employees real time.”

**DAVID KELLY,**  
GETTEL AUTOMOTIVE GROUP



# Make it easy for your customers to connect with your dealership 24/7.



## Jump into live chats via ResQ

Let us handle your chats or jump in instantly to connect with your customers. Whisper real-time coaching to a team member or join the conversation.



## Show off inventory with chat VDP

Over 72% of chats are related to inventory. Send vehicles in the chat conversation so customers can easily view specs, pictures, and videos.



## Dynamic greeters

Deliver a personalized chat experience by greeting customers based on behavior and intent.



## Quick replies

Drive efficiency by allowing customers to complete actions like scheduling a service appointment or valuing their trade-in with just a few clicks.



## Chat through web or SMS

Communicate with your customers in a way that works for you and them. Take control of chats in both desktop and SMS.



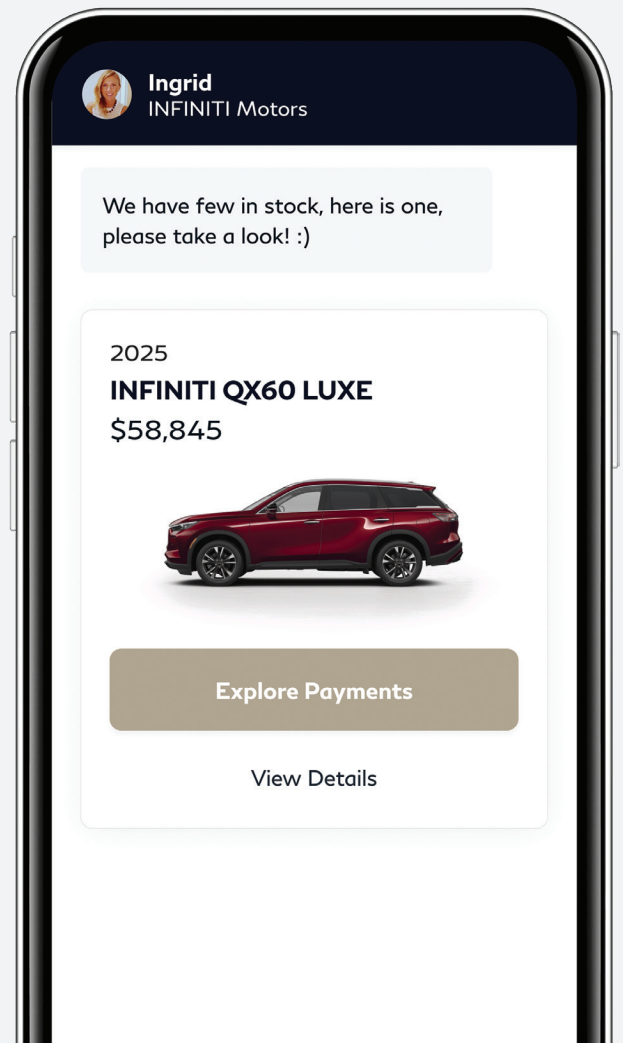
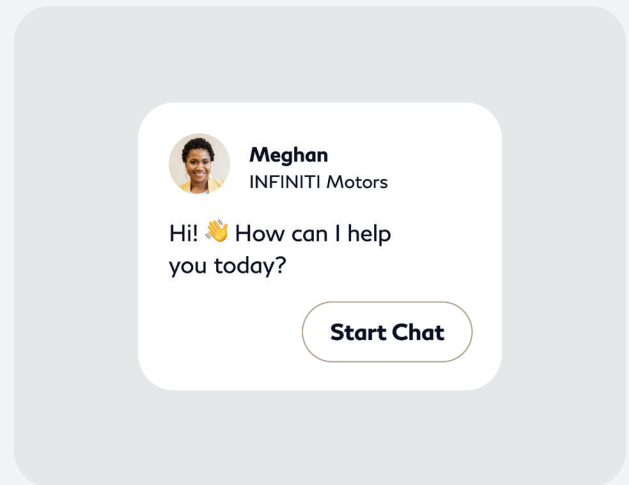
## Available integrations

Connect to your customers via Facebook Messenger, and view your leads and track the source by campaign, keyword, and origin with Google Analytics.



## Mobile app

Handle chats, notify team members, view notifications and send customers direct links right from your mobile device with our mobile app. Available in the App Store and Google Play Store.



# Do more with ChatSmart integrations.

Accelerate your lead generation with these powerful add-ons.



## LivePlays

Achieve higher conversion rates by launching an automated chat experience that starts with any customer click or targeted campaign.



## Service scheduling tools

Generate more service revenue by scheduling your customers' service appointments with ease through chat, text, Facebook, and Publisher.



## Facebook reengage

Keep chatting with your customers on Facebook, even after the conversation closes! Eligible Facebook chats can be reengaged by your team in GLive.



## WhatsApp

Our customers noticed a 50% increase in chat-to-lead conversion on WhatsApp, which connects to our powerful assistive technology.



## Virtual Retailing Pro

Launch a complete retailing experience on your website and in-store. Provide accurate payments, and build, update, and send multiple deals with a single tool.



## Car Wars

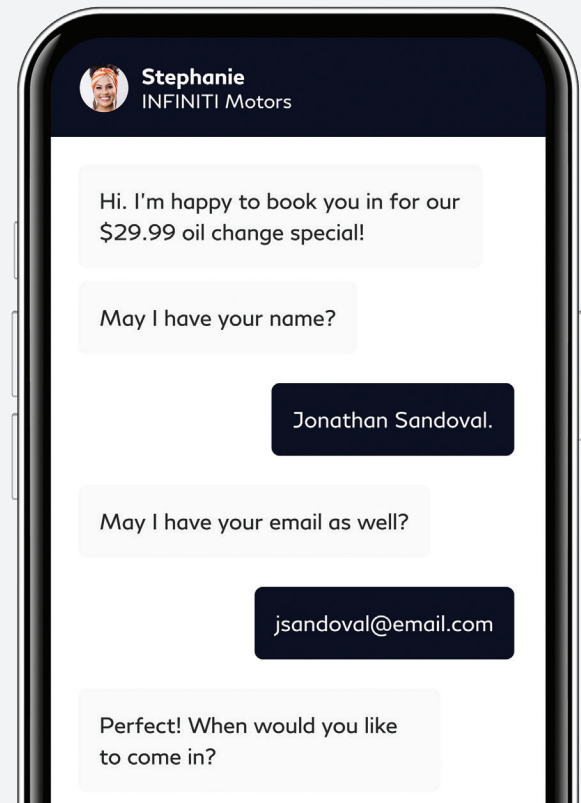
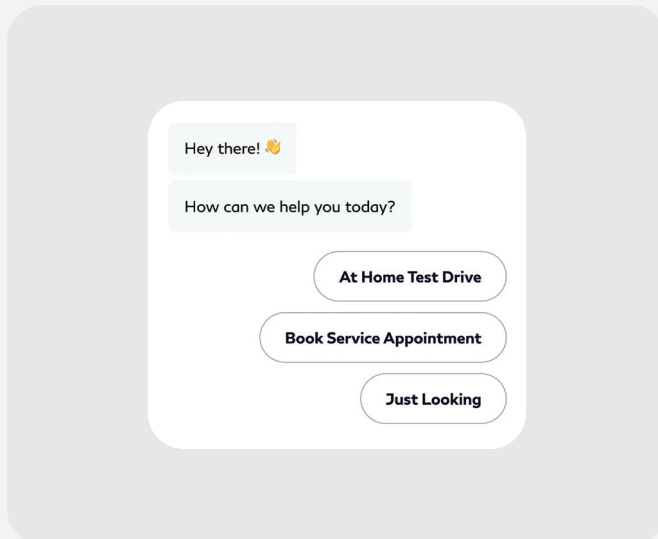
Engage your customers through text with your existing Car Wars phone numbers. We handle the SMS conversations initiated by a customer.



## \*Trade-in integration

Provide trade-in values to your customer instantly, right in their chat conversation. This is the perfect trigger to get your sales team engaged.

\* Trade-in fees may apply depending on the provider.



# Upgrade to SmartSuite to get Text+ and Publisher!

Text+ gives you greater control over how and when you engage with customers.



## Ensure compliance

Each text message sent and received by your team members is centrally managed and can be viewed and acted on by managers.



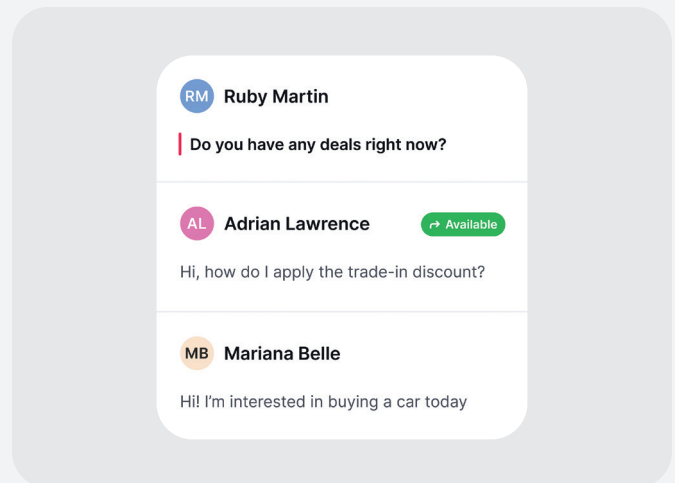
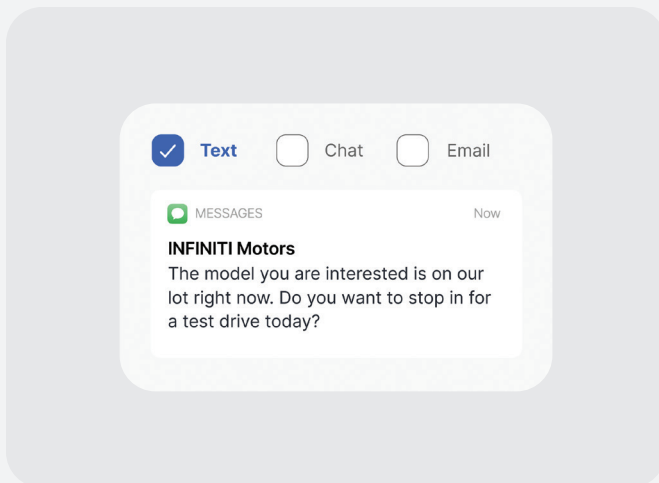
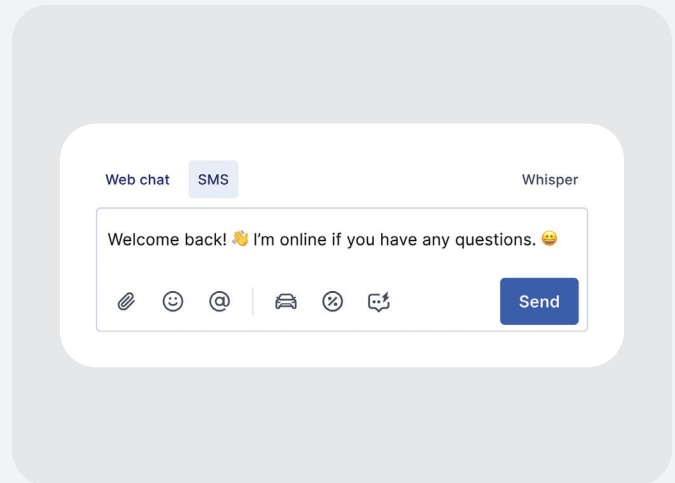
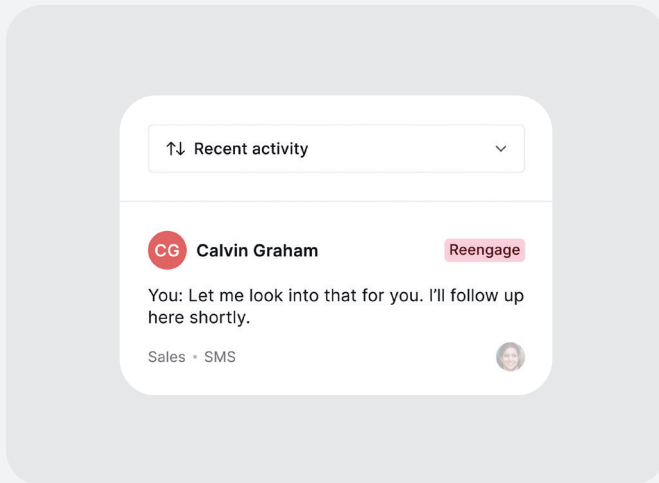
## Outbound SMS

Create new outbound SMS conversations with existing customers. After your customer opts-in, you can share vehicle inventory, photos, and live stream videos.



## Inbound SMS

Receive and manage all incoming SMS conversations or leave it to our professional chat operators to handle – it's up to you!



# Promote your specials the intelligent way with SmartSuite Publisher.

Publisher delivers relevant offers to your web visitors based on unique behavior and takes your lead conversion to the next level.



## Dynamic offers

Each website visitor is different, so why treat them all the same? Publisher dynamically changes your offers based on visitor behavior to give your customers an offer made just for them.



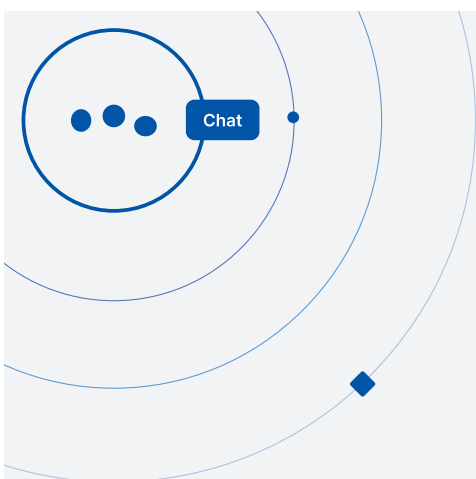
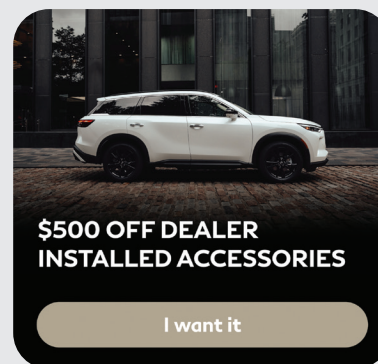
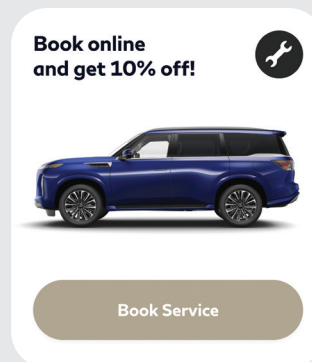
## Fully-managed

We give you a dedicated Publisher expert to help you execute your Publisher strategy. Your Publisher expert will review offers, content, behavioral configuration and more to ensure that your offers are kept fresh and converting.



## Make it personal

Customers are 2x more likely to convert when offers are customized to their intent. Send behavior-based offers to your customers based on their interest and get higher quality leads.



“We get great engagement off of our chat tool. We also appreciate that we can jump in and take over the chat if needed. **Gubagoo’s ChatSmart is one of the highest converting tools and features on our website.** Smart technology and well managed service.”

JESSICA COOPER, HILEY AUTOMOTIVE GROUP

# GLive is the all in one Dealer Communication platform.

You can instantly connect with customers and access real-time analytics across web and mobile.

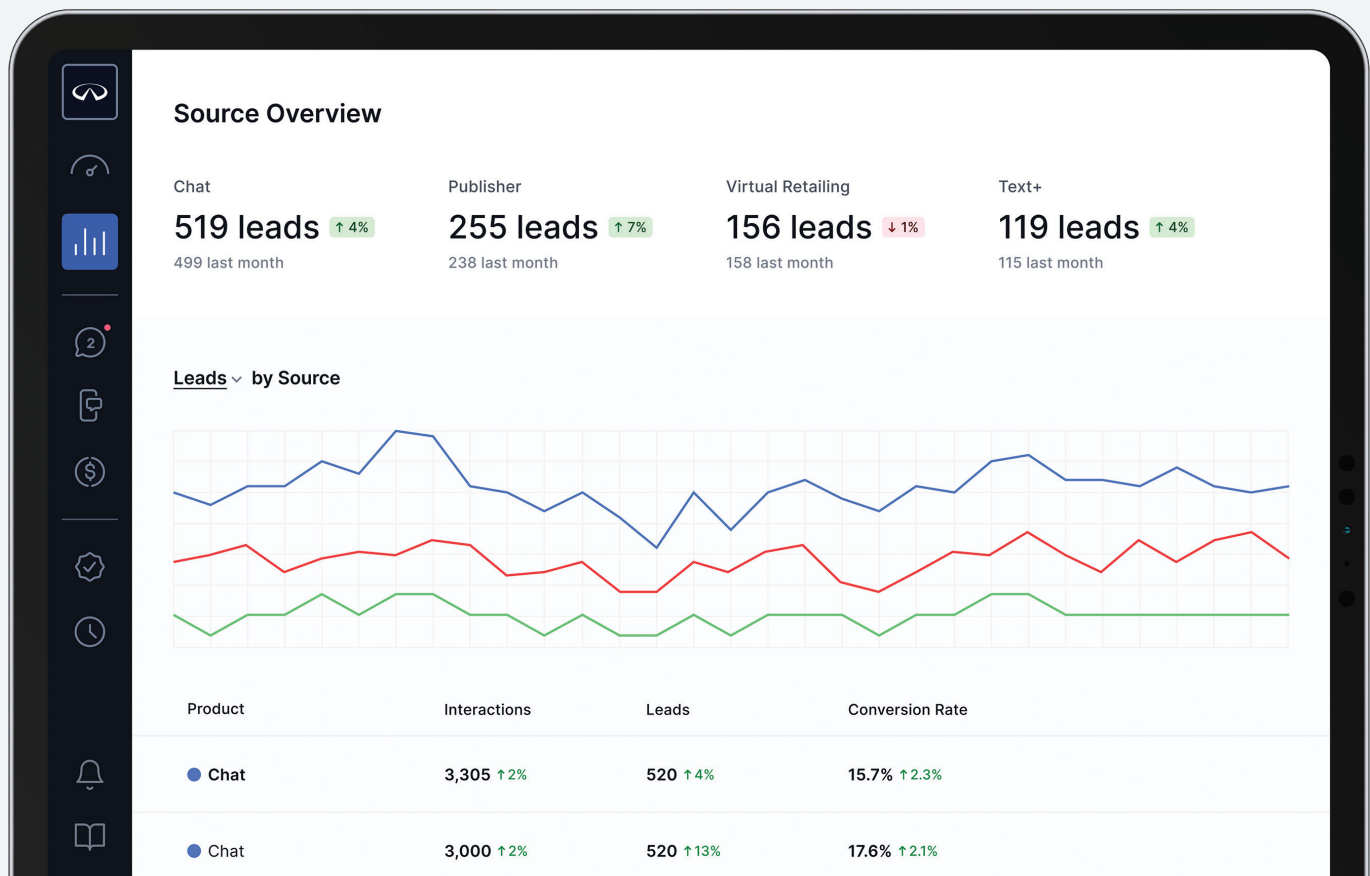
**Team performance dashboard**  
Easily track data and performance of specific departments and teams across your dealership.

**Notification Center**  
Follow up on events you may have missed on the Notifications Page. Events are labeled so you see what matters to you at a glance.

**At your fingertips**  
Access all of your Gubagoo apps and services from your desktop or mobile device.

**Reporting and analytics**  
Gain unprecedented insight into team and dealership performance. Dynamic reports in Dashboard 2.0 display metrics and data in an easy to navigate view. Charts are actionable and easy to understand.

**Robust leads**  
Integrate with your CRM to deliver detailed leads directly to your team. Details such as offer description, type, URL, and source give your team more context for a stronger follow-up.



# Jumpstart your reach with this powerful package.

The Boost bundle expands your dealership's reach and connects with your customers across all of their favorite platforms.



## Facebook Integrations

Our chat agents manage your inbound messages through Facebook Messenger. You can reengage with customers even after the chat window closes.



## Google integrations

Includes vehicle listings on your Google Business Profile, giving you the opportunity to display your inventory directly on Google Search.



## Apple Messages for Business

Allows for easy communication with millions of iPhone and iPad users to grow your business. iPhone and iPad users can chat with your dealership in the Apple messages app.



## Virtual Meetings

Our video conferencing solution enables you to start face-to-face video meetings with your customers using any messaging platform.



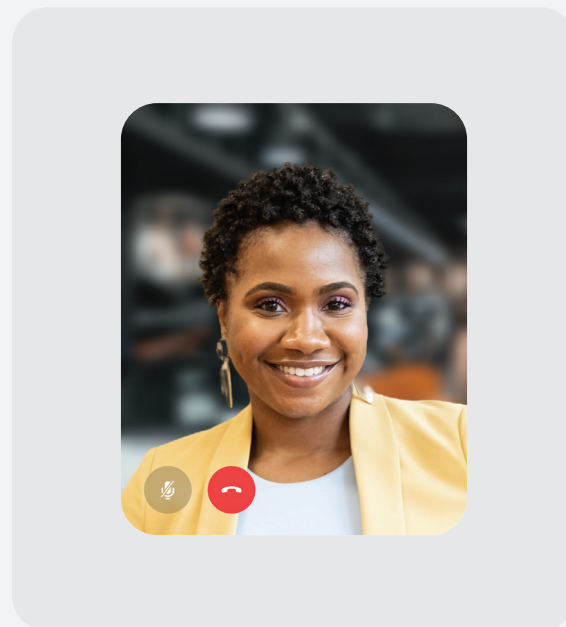
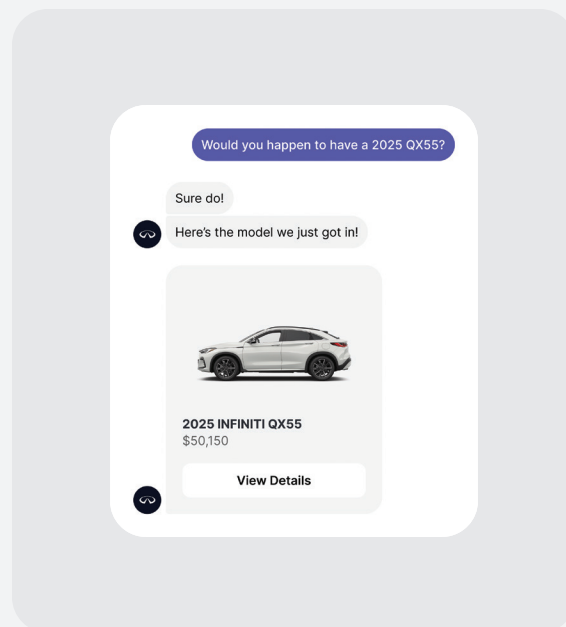
## Autotrader®

Using our SMS integration with Autotrader, you can set up incoming text messages to go directly to GLive, and we'll handle the rest.



## OfferUp

We respond 24/7 to shopper inquiries on pre-owned vehicles from OfferUp, and deliver high quality leads to your CRM.







**“We have been extremely pleased with the Gubagoo chat platform.** Since switching from our previous provider, our lead quality has drastically improved and we have seen a 4x increase in vehicle sales from our website.”

JOHN CLAIRMONT,  
TIDELANDS FORD LINCOLN



# Monthly pricing

Product	Unique Visitors Per Month			
	<1,000	1,001 - 1,500	1,501 - 9,999	>10,000
<b>ChatSmart</b> Chat, Text (inbound), Facebook Messenger, 24/7/365 Monitoring and Management, Google Analytics, Toolbar, BEAST, GLive	\$399	\$499	\$599	\$799
<b>SmartSuite</b> All ChatSmart features, plus Text+ (outbound) and Publisher	\$549	\$699	\$879	\$999



“After trying other providers,  
I can say without a doubt that  
**Gubagoo is by far the best  
chat solution on the market.**”

**RYAN MONTVILLE,**  
CHECKERED FLAG GROUP

Product	Dealership Price
<b>Apple Messages for Business:</b> Reach millions of iOS users natively from your device without connecting to the web.	\$89
<b>Autotrader:</b> Turn your Autotrader SMS conversations into leads. <i>*Must be an Autotrader customer.</i>	\$29
<b>Boost:</b> The Boost bundle expands your dealership's reach and connects with your customers across all of their favorite platforms, including Facebook, Google, and beyond!	\$199
<b>Car Wars:</b> Handle text messages to your existing Car Wars phone numbers. <i>*Must be a Car Wars customer.</i>	\$29
<b>Facebook Integrations:</b> Upload inventory to your business profile that you can leverage for ads, and track leads in GLive.	\$150
<b>Google Integrations:</b> We have partnered with Google to give you the opportunity to display your cars-for-sale inventory directly on Google Search. Your customers will be able to see availability, pricing, and key information about the cars for sale – all directly on Google.	\$149
<b>LivePlays:</b> Launch an automated conversation with any marketing campaign, and replace forms with custom chat flows for increased conversion.	Included
<b>OfferUp:</b> Reach more qualified local car buyers. <i>*Must register an account with OfferUp to begin taking Chats on OfferUp.</i>	\$99
<b>ServicePro:</b> Book service appointments from conversations directly into Xtime. <i>*Must be an Xtime customer.</i>	\$99
<b>Virtual Retailing Select:</b> Our lightweight, yet mighty solution to get you started with Virtual Retailing.	\$699
<b>Virtual Retailing Pro:</b> Provide accurate payments, and build, update, and send multiple deals with a single tool.	\$1,299
<b>WhatsApp:</b> Future-proof your dealership with WhatsApp Messaging.	\$99+



Service

Online, in-store. One experience.

Gubagoo



Chat