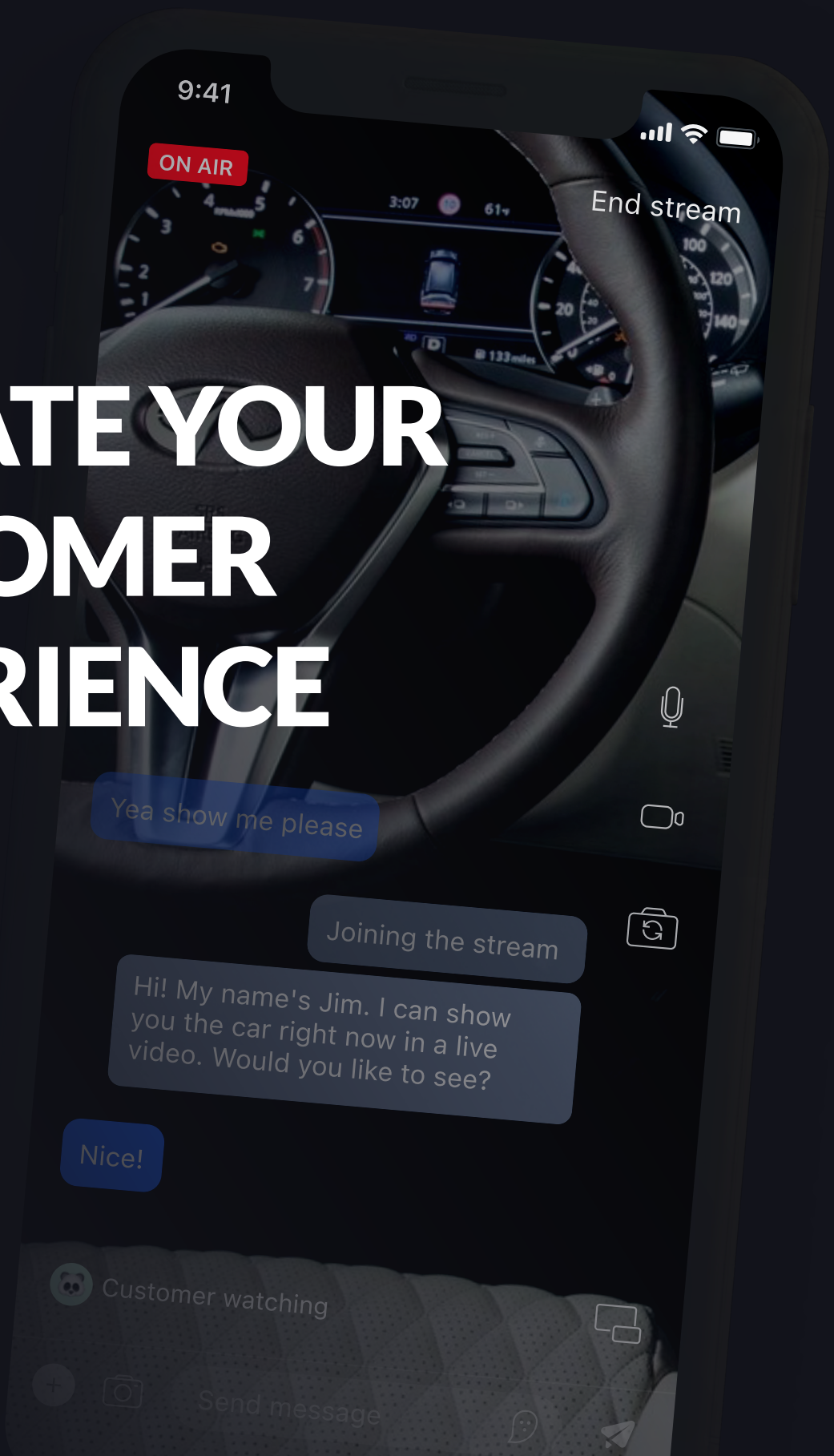
Gubagoo + INFINITI

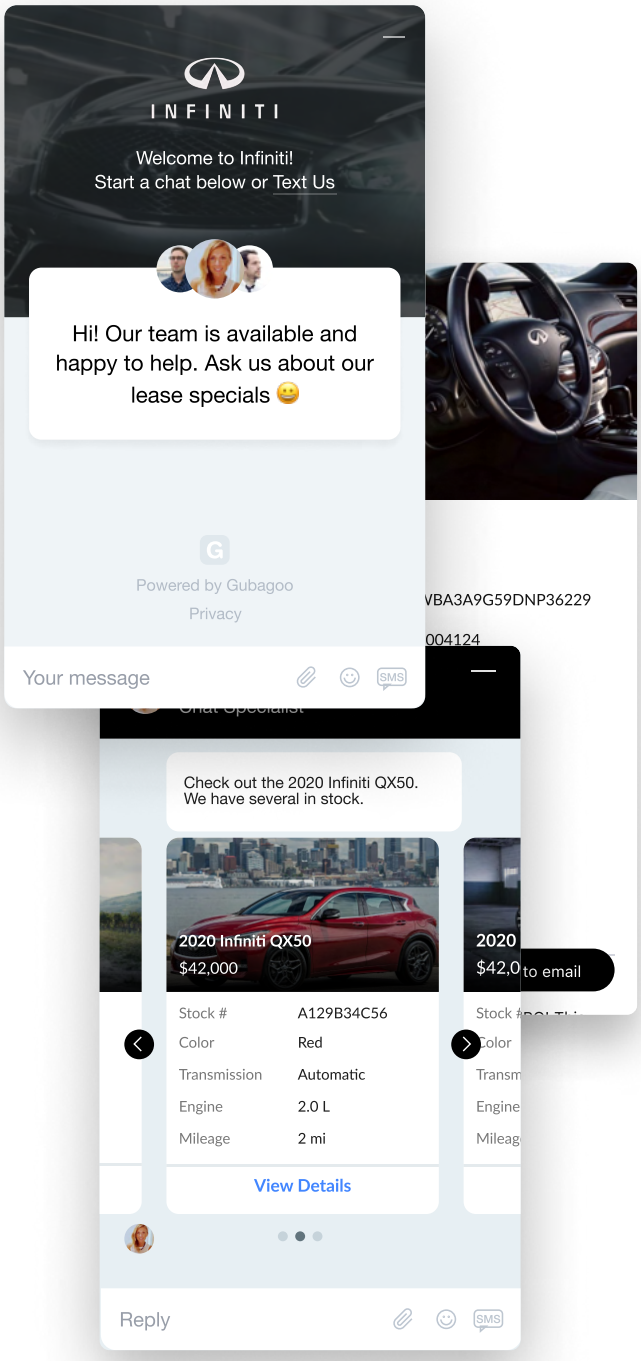
ELEVATE YOUR CUSTOMER EXPERIENCE



ChatSmart

The Most Advanced Live Chat in Automotive

ChatSmart makes it easy for your customers to connect with your dealership 24/7, boosting customer experience and online lead conversion.



Jump Into Live Chats via ResQ

Get real-time notifications and jump into a chat to instantly connect with your customer. Whisper to a team member to ask them for help or invite them into the conversation.

Show Off Inventory With Chat VDP

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

Dynamic Greeters

Greet customers based on behavior and intent. Our advanced greeter technology is designed to maximize chat engagement by delivering a personalized chat experience.

Quick Replies

Provide a powerful way to prompt website visitors to engage in a chat with our specialists. Customers can use Quick Replies to schedule a service appointment or value a trade-in for a unique experience.

BEAST AI Makes it Personal

Our patented behavioral scoring algorithm tracks and scores every visitor to your website to create unique engagement experiences and turn your anonymous web visitors into identifiable customers.

Chat Through Web or SMS

Put your customers in control of how they communicate with you. Easily move a chat from desktop to SMS.

Do More With ChatSmart

Accelerate your lead generation efforts with these powerful add-on modules.

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.

Facebook Messenger

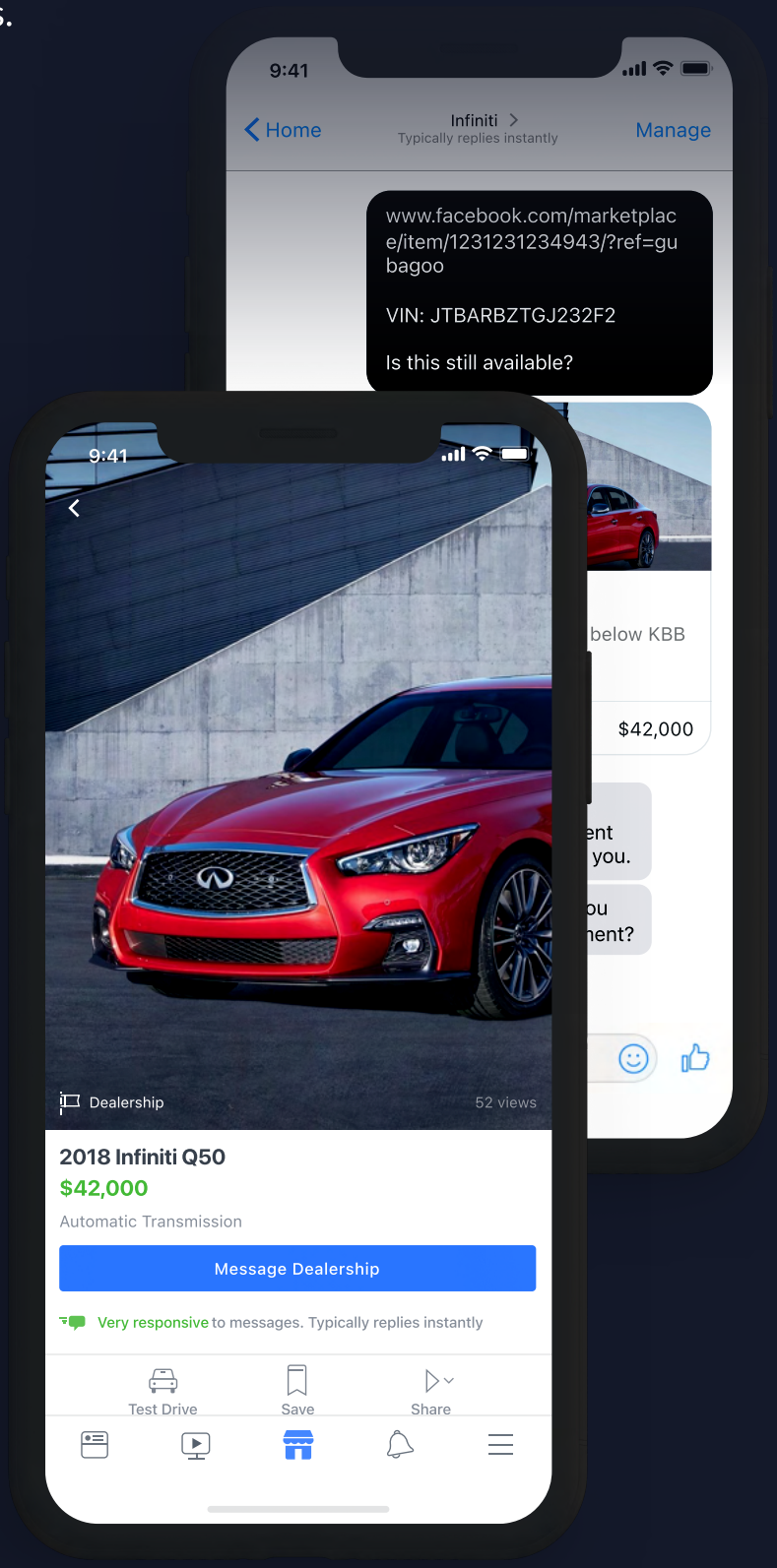
We provide 24/7 support for inbound Facebook Messenger conversations, helping your customers to find the perfect vehicle or get their existing vehicle serviced.

LivePlays

LivePlays bring a personalized experience to your shoppers, replacing your forms with conversations. Launch an automated chat experience that starts with any customer click or targeted campaign.

ServicePro

Book your customer's service appointments with ease through chat, text, Facebook, and Publisher, delivering more appointments and service revenue.



ChatSmart Add-On Modules

Car Wars

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

WhatsApp

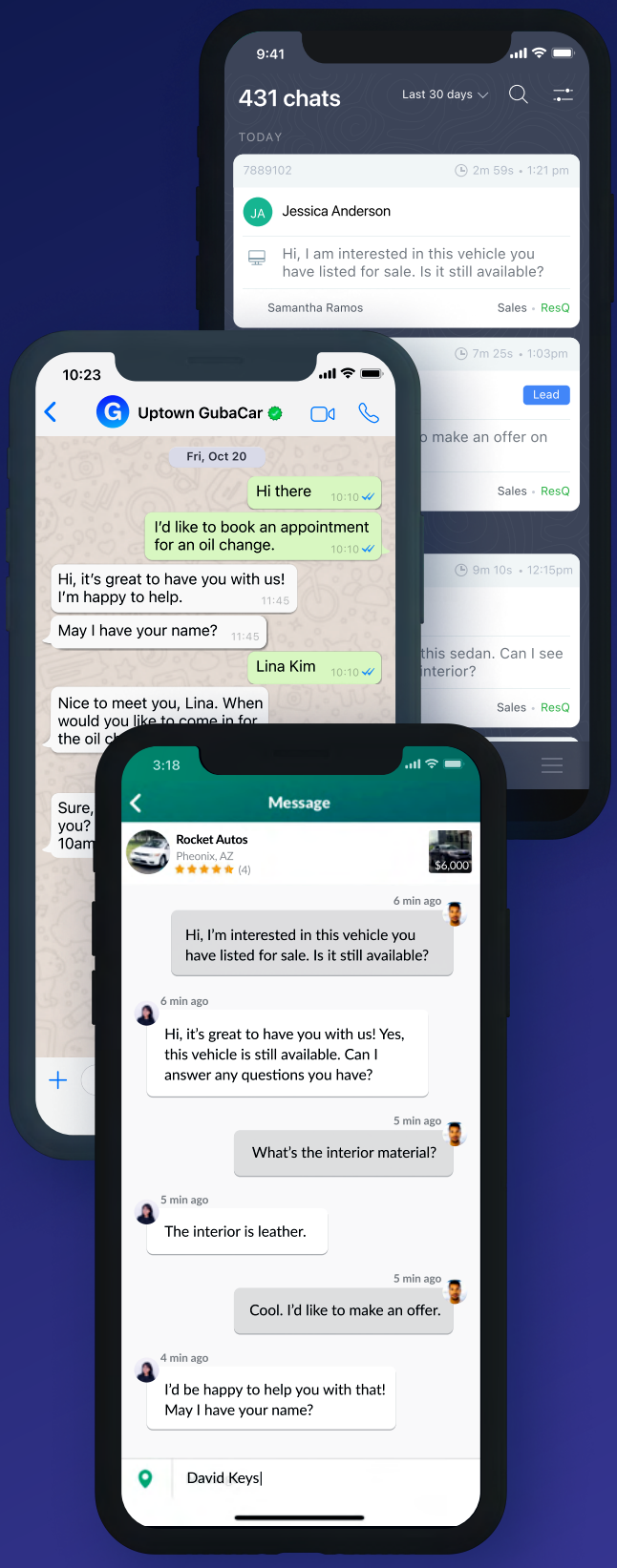
Connected to our powerful assistive technology, our customers noticed a 50% increase in chat to lead conversion on WhatsApp.

Virtual Retailing Pro

Virtual Retailing transforms the traditional car buying process into a modern, transparent and seamless experience. Customers can value their trade-in, receive instant lending decisions, electronically sign documents and pay online in the same amount of time it takes to order groceries. The transaction happens right on your website, with real-time messaging and live support—24/7.

Virtual Retailing Select

VR Select is our lightweight, yet mighty solution to kick-start digital retailing on your site. Includes features like Smart VDP, retargeting tools, payments, trade-ins, rebates, soft credit pull, and price configuration.



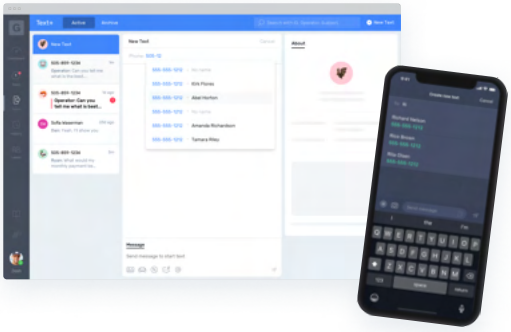
Complete the Package With SmartSuite

SmartSuite includes Text+ and Publisher (not available à la carte) and all ChatSmart features.

Text+

Powerful App for All Your Texting Needs

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



Ensure Compliance

Gain control over team communications. Each text message sent and received by your team members is centrally managed and can be viewed and actioned 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.

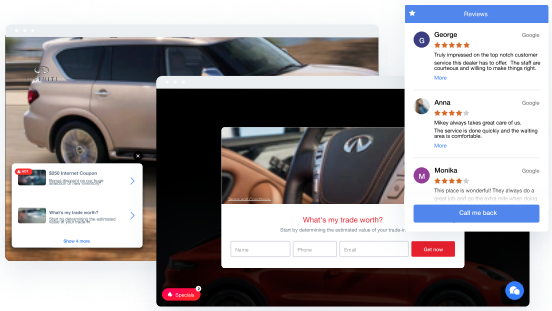
Inbound SMS

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

Publisher

The Intelligent Way to Promote Your Specials

Deliver hyper-relevant offers to your web visitors based on unique behavior and take 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.

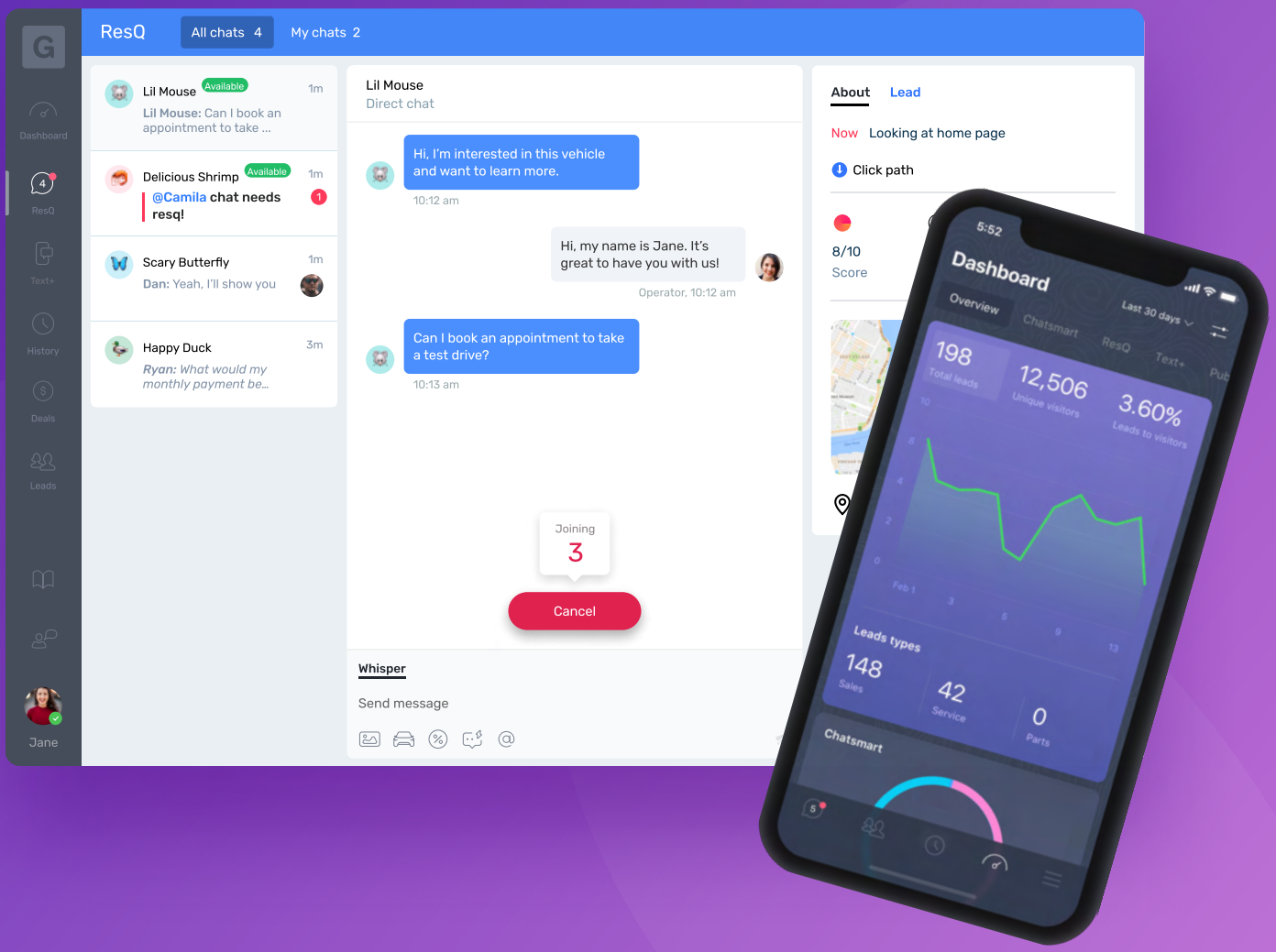
Make it Personal

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.

G Live

All-In-One Dealer Communication Platform

Dealers and their teams can instantly connect with customers and access real-time analytics across web and mobile.



Reporting & Analytics

Beautiful and dynamic reports, charts and dashboards are actionable and easy to understand. Provide dealers with unprecedented insight into team and dealership performance.

Robust Leads

We 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.

At Your Fingertips

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

The Bundle that Takes You Further

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

Facebook Integrations

Upload your inventory to your dealership profile and use your inventory for AIA and Marketplace ads, and respond to customers through Facebook Messenger.

Google Integrations

Includes messaging on your Business Profile on Google, and gives you the opportunity to display your cars-for-sale inventory directly on Google Search.

Virtual Meetings

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

Apple Business Chat

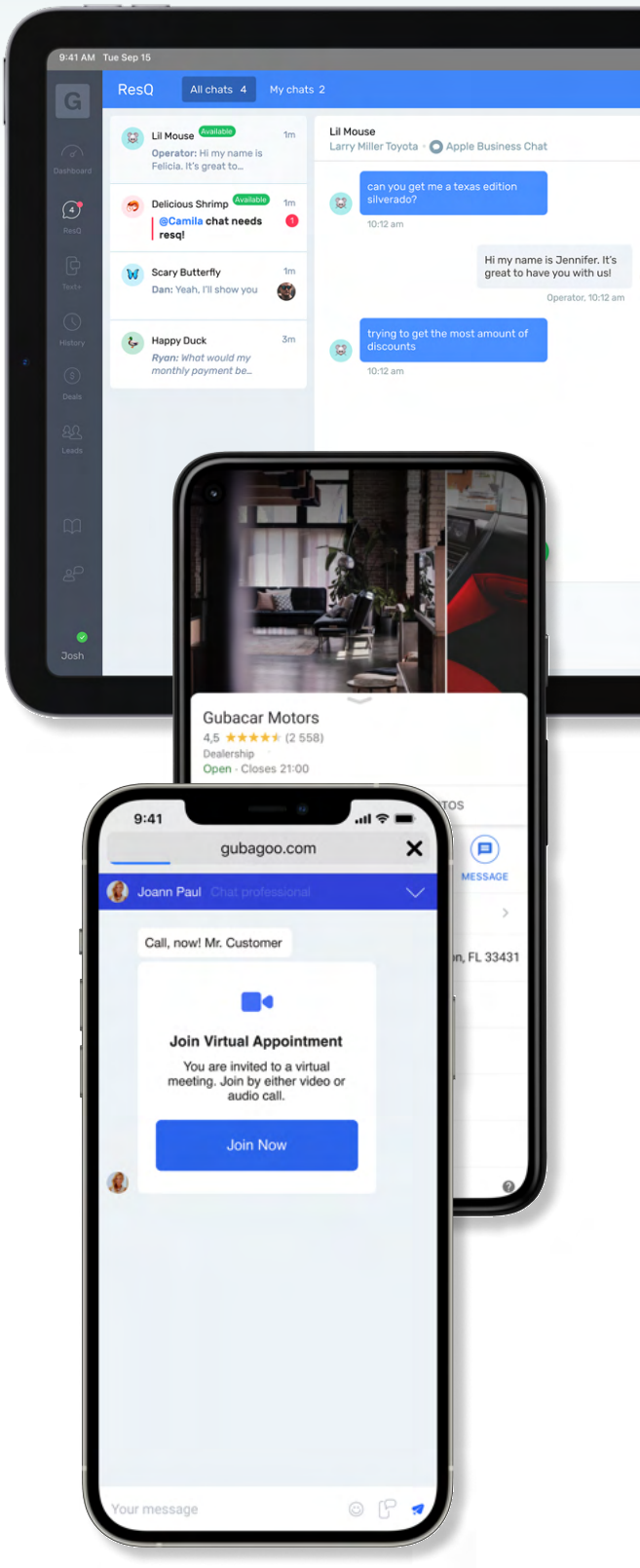
Allows for easy communication with millions of iPhone and iPad users to grow your business. iPhone and iPad users can chat with your dealership in the Apple messages app. They can view inventory, ask questions, book a test drive, and schedule service appointments.

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 dealership's CRM.



Monthly Pricing

Product	Unique visitors per month <1000	1001–1500	1501–9999	>10000
ChatSmart Chat, Text (inbound), Facebook Messenger, 24/7/365 Monitoring and Management, Google Analytics, Toolbar, BEAST, GLive	$399	$499	$599	$799
Smart Suite All ChatSmart features, plus Text+ (outbound) and Publisher	$549	$699	$879	$999

LivePlays
Launch an automated conversation with any marketing campaign, and replace forms with custom chat flows for increased conversion.

INCLUDED

Gubagoo Virtual Retailing Pro
Deliver your customers a guided shopping experience, where they can buy a car in minutes. Across multiple channels, your customers can chat in and receive real-time support 24/7.

$1,299/mo.

Gubagoo Virtual Retailing Select
Our lightweight, yet mighty solution to get you started with Virtual Retailing.

$699

Apple Business Chat
Reach millions of iOS users natively from your device without connecting to the web.

$89

ServicePro
Book service appointments from conversations directly into Xtime.
**Must be an Xtime customer*

$99

Monthly Pricing (cont.)

OfferUp
Reach more qualified local car buyers.
**Must register an account with OfferUp to begin taking Chats on OfferUp*

$99

Car Wars
Handle text messages to your existing Car Wars phone numbers.
**Must be a Car Wars customer*

$29

WhatsApp
Future-proof your dealership with WhatsApp Messaging.

$99+

Boost
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

Google Integrations
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. Your customers can start conversations with your dealership directly from Google search results and Google maps.

$149

Facebook Integrations
Upload inventory to your business profile that you can leverage for ads, and track leads in GLive.

$150

Enroll Today!