

Example Feedbacks

## Why Dealerships and OEM's Need Feedback

Dealerships and OEM's are constantly battling online reviews and poor surveys. Today's customers would rather complain online before going through the trouble of physically involving a manager. Feedback offers an easy and discreet way for customers to voice their concerns in real-time, at the dealership, and without the need for awkward face-to-face confrontation.

I just picked up my car and there are oily foot prints on my floor mats.

I am here on a Sunday and you are closed. Can someone contact me about a vehicle purchase?

Your sales rep Chris, was very knowledgeable and professional!

My car has been in the shop for over a week and my service advisor has not return my calls.

## Your customers would like to tell You Something Are You Ready to Listen?

## Benefits of Real-Time Feedback

- Identify employees who are poorly representing your dealerships
- Ensure a better customer experience
- Capture valuable customer data
- Get ahead of poor reviews and surveys
- Intuitive OEM dashboard and analytics
- CDK and Reynolds & Reynolds Certified
- Easy to use customer interface (no downloads required)

Try it now!

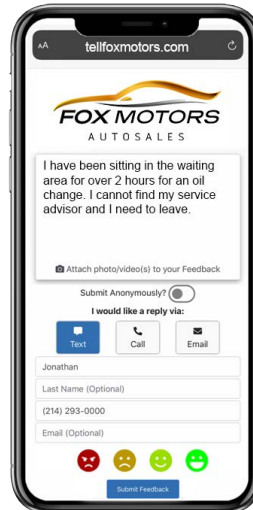


Scan QR code with your phone's camera

## Example Interaction

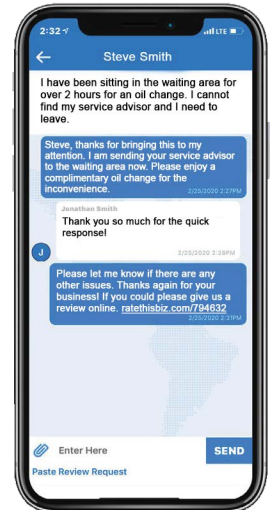


Customer submits Feedback



Branded Feedback Page

Managers respond to customer



Feedback Mgmt. App/Portal Available