Openbay Otis - Al-powered chat and messaging platform for automotive service professional websites

Custom service estimates available for specific year-make-model vehicles	Openbay Otis offers hundreds of services via search and menus	Service estimates delivered online and in real-time	On-line service appointments. Time slots can be blocked. Customer contact info captured.
Trendy Transmissions         I           Virtual Service Advisor         Image: Comparison of the service advisor           Powersd by Openbay         Image: Comparison of the service advisor	Trendy Transmissions         I           Virtual Service Advisor         Image: Comparison of the service Advisor           Powered by Openbay         Image: Comparison of the service Advisor	Virtual Service Advisor	Trendy Transmissions : Virtual Service Advisor
How may I be of service?  Need a repair Need service.  Block an appointment.	Please select the services for which you'd like an estimate. Search (e.g. 'brake pads') Diagnosis/Describe Problem	Brake Pads - Replace Front > Your estimate: \$130.78 Estimate may be subject to change upon inspection of the vehicle by one of our technicians	Y-00am         7.30am         8.00am         8.30am           9.00am         9.30am         10.00am         10.30am           11.00am         11.30am         11.30am         11.30am
Get a price estimate Other I need an estimate for brake pads	AC / Heating Brakes Electrical	Donel	12:00pm         12:30pm         1:00pm         1:30pm           2:00pm         2:30pm         3:00pm         3:30pm           4:00pm         4:30pm         5:00pm         5:30pm
We can help you with that! We need the following information if you would like to get a quote for service:	Engine Exhaust Fluids Steering/Suspension	No Yes	Please confirm the following details: Your appointment with Trendy Transmissions is at 8:30 AM on Thursday, May 30th. Is that correct?
Tell us about your vehicle.           Year           (*) 2003         2004         2005         2006         (*)	Tires	Let's get you an appointment.	No Yes
Model ~ Engine ~	You have selected the following service:	< < 2019 May > > Sun Mon Tue Wed Thu Fri Sat	to schedule the appointment.  First name Email address
Approx. milesge	Add more services I'm done! (2) Change my vehicle Info Next	28         29         20         1         2         3         4           5         6         7         8         9         10         11           12         13         14         15         16         17         18           19         20         21         22         23         24         25	Phone number  Phone number  Returning Customer  Preferred Method of Contact
Say something	Say something	Say so         26         27         28         29         30         31         1           2         3         4         5         6         7         8	Emeil Call Text

Al-powered Otis installs on automotive service websites - instantly responds to customer requests for information during and outside of business hours

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### BENEFITS

**Convert more customers** - better align your business with the shopping behavior of the modern day consumer for automotive services online. Deliver a personalized experience.

**Deliver exceptional customer service** - Connect with today's vehicle owners who prefer texting / chatting over talking. Deliver an instant, personalized experience from start to finish.

**Grow service revenue** - Operate 24/7/365 to engage and convert online visitors looking for automotive service. Gain new customers and connect with current ones.

## **BY THE NUMBERS**

35% of Otis interactions occur outside of business hours
90% of consumers report a positive experience with Otis
25% increase in service revenue by businesses using Otis
40% increase in conversion from website visitors to customers

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- Compatible with your existing business website easy to install and setup
- Delivers detailed service estimates for mechanical repair, maintenance, and tires, for all vehicle makes and models serviced by your business
- Allows consumers to book appointments online with confirmation - available dates and times set by business
- Capture customer contact information.
- Two-way texting communicate with customers via text
- Automated operates 24/7/365 without manual intervention
- Vehicle recall information provided

CONTACT OPENBAY (617) 398-8888 <u>openbay.com</u>

# **How Openbay Otis Works**

#### **Business** Otis installs on existing website Website Otis appears like online chat and jumps into action when a visitor lands on website: Otis will respond with a service estimate, pricing for tires, vehicle recall information, takes an appointment, and more. Powered by Openbay Hi there! I'm Taylor, the virtual ser advisor here at Trendy Transmis How may I be of service? ExtremeContact DWS06 Personalized customer engagement rrow (Jur Otis delivers a personalized experience based on the customer's vehicle year, make and model and how a customer want to be reached; email, phone, Other or text. \$219.80 per tire QTY: - 4 ÷ Service estimates are delivered instantly for most common services and slightly delayed estimates for more complex services. Otis does all the work. Say something... Use is subject to Terms of Service Use is subject to Terms of Servic

## **Tire Catalog**

Offer a full catalog of tires on your website. Visitors can get pricing and purchase tires directly online. You set tire pricing and installation costs. Customers can book a tire installation service.

## **Convenient for businesses**

Openbay ASP mobile app tracks Otis activity in realtime for those staff members always on the go.

