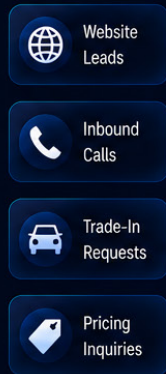




AI THAT WORKS EVERY LEAD. INSTANTLY AND PERSISTENTLY.

An autonomous sales engagement agent that engages every opportunity across voice, SMS, and email, instantly and persistently, until intent is detected and handed off to your team.

EVERY LEAD.
EVERY CHANNEL.



TURN ENGAGEMENT
INTO OUTCOMES.



**BDC PRO
SALES AGENT**
ENGAGE • FOLLOW-UP
DETECT • ESCALATE



Best for: Lead handling
+ appointment gen



Use Case: Inbound +
Outbound engagement



Deployment: Live in 2-4
weeks



**HIGH-INTENT
DETECTED**

AI pauses.
Salesperson takes over.

Lead #48291

HIGH INTENT

John Smith
2024 Toyota RAV4

Next Step: Call Customer
Owner: Mike Johnson



Available in English or Spanish



99%+
Leads engaged
within seconds



2.5x
Appointment
Growth



24/7
Always-on
engagement



100%
Lead coverage,
no gaps

DRIVE MORE SALES. CAPTURE EVERY OPPORTUNITY.



**Works Every
Lead Instantly**

Every inbound and
outbound opportunity
is worked immediately

**No
Missed Demand**



**Persistent
Follow-Up**

Continuous follow-up
across voice, SMS, and
email

**More conversations,
more conversions**



**Real-Time
Intent Detection**

Identifies high-intent
buyers based on
behavior and signals

**Better
prioritization**



**Clean Handoff
to Sales**

AI pauses and routes
high-intent leads to
your team

**Sales focuses
on closing**



Responds instantly when
shoppers are ready



Keeps conversations going so
deals don't go cold



Captures more showrooms,
service, and parts opportunities



Increases appointments, show
rate, and sales

BUILT FOR THE DEALERSHIP.

FULLY INTEGRATED WITH YOUR CRM

All activity is logged in real time
so your team has completed
visibility and control.

Dealertrack

elead

CDK

TEKION

Auto/Mate
by DealerSocket

AND MORE



Logs every interaction
and outcome



Attaches to lead
records automatically



Respects your workflows
and processes



Your team stays in
control

HOW IT WORKS

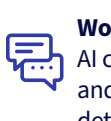
1



Engage Immediately

AI responds to every
lead across voice,
SMS, chat, and email

2



Work the Lead Continuously

AI carries the conversation
and follows until intent is
detected

3



Escalate at High Intent

AI pauses and hands off
qualified, high-intent
buyers to your team.



No missed leads. No wasted effort. Just better execution.

AI handles engagement. Your team handles closing.

ID Privacy AI

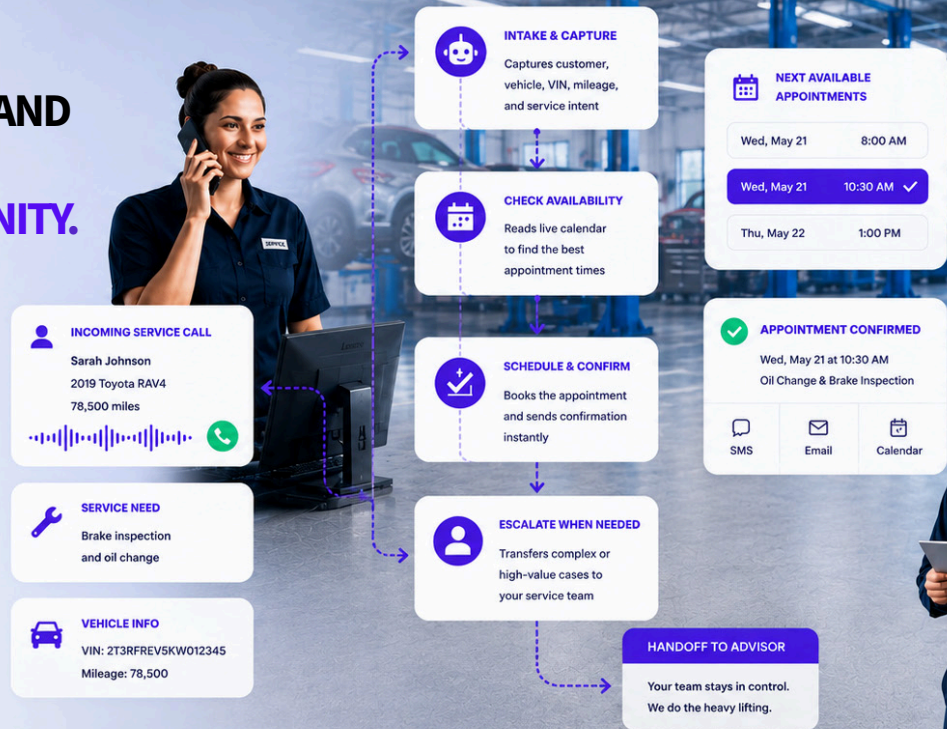
BDC Pro – Service

Powered by ID Privacy AI

AI THAT CAPTURES AND SCHEDULES EVERY SERVICE OPPORTUNITY.

Handles inbound service calls, scheduling, confirmations, and follow-up across voice, SMS, and email, ensuring every service opportunity is captured, scheduled, and routed correctly.

Works alongside your DMS and scheduling systems without changing advisor ownership or workflows.



Available in English or Spanish



24/7

Service scheduling availability



100%

Inbound calls answered



2-3

Appointment options offered



0

Workflow disruptions to advisors

DRIVE MORE SERVICE REVENUE.



Captures Every Service Call

Answers inbound calls instantly across all hours.

No Missed Service Revenue



Books Appointments

Books directly in your service scheduler

Faster appointment capture



Captures VIN & Service Context

VIN, mileage, recall, and service intent collected.

Better prepared advisors



Escalates When Needed

Transfers complex or high-value cases to advisors.

Right work goes to the right person



Schedules using real-time calendar availability



Matches service requests to correct operation codes



Captures transportation preferences (waiter, shuttle, etc)



Handles after-hours, weekends, and overflow calls

BUILT FOR THE SERVICE LANE.

FULLY INTEGRATED WITH YOUR SERVICE SYSTEMS

Works seamlessly with the platforms your rely on while maintaining advisor ownership and DMS as the system of record.

Xtime

✓ Schedules and update appointments directly

DealerFX

✓ Logs all interactions and customer context

CDK

✓ Respects advisor workflows and shop rules

Reynolds & Reynolds

COSA
by CDK Global

AND MORE

✓ Maintains DMS as system of record

HOW IT WORKS

1



Capture & Identify

AI captures customer, vehicle, VIN, mileage, and service intent.

2



Schedule & Confirm

AI books the appointment using live calendar and sends confirmation.

3



Escalate If Needed

Complex or high-value cases are escalated to your service advisor.



No missed service calls. No Scheduling Gaps. Just a Full Service Lane.

AI handles intake and scheduling. Your advisors focus on the lane.

ID Privacy AI

Social Pro

Powered by ID Privacy AI

AI THAT CAPTURES HIGH-INTENT SOCIAL CONVERSATIONS IN REAL TIME.

Autonomous Social Engagement Agent

Social Pro monitors inbound social messages, comments, and messaging inboxes, responds instantly with brand-approved language, captures customer intent, and routes qualified conversations to sales or service.

Turn social engagement into routed sales and service opportunities.

Real-Time

Social Monitoring

Instant

Brand-approved responses

3

Social Interaction types

0

CRM ownership changes

PROTECT TRUST. RESPOND FASTER. REDUCE MANUAL WORK.



Monitors Social Conversations

Tracks inbound messages, comments, and inquiries in real time.

No missed social demand



Responds with Brand Control

Uses approved language to connect with customers consistently.

Faster, safer responses



Captures Intent + Context

Identifies pricing, availability, and service-related signals.

Better-qualified conversations



Routes High-Value Opportunities

Sends qualified conversations to sales or service and pauses automation.

Faster human follow-up

BUILT FOR SOCIAL-TO-SHOWROOM CONVERSION



Detects availability, pricing, appointment, and service intent



Answers common sales and service questions



Routes qualified inquiries to the right team



Escalates high-intent conversations for human follow-up

WORKS INSIDE YOUR SOCIAL FLOW

Social Pro operates as a controlled engagement layer for social conversations, capturing context and routing qualified opportunities without changing CRM ownership or team control.



DM / Comment



AI Response



Intent Detection



Sales or Service routing



CRM Summary

✓ Captures customer questions and context

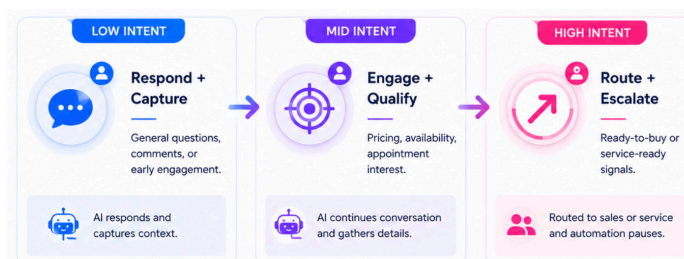
✓ Routes qualified conversations

✓ Writes summarized notes through supported agents

✓ Preserves salesperson and advisor ownership

INTENT DRIVES ACTION

Social Pro evaluates every conversation to determine intent and urgency, then routes it to the right outcome.



No missed reviews. No delayed responses. Reputation stays under control.

AI handles the monitoring and approved responses. Your team handles sensitive moments.

ID Privacy AI

CAMPAIGN PRO

Powered by ID Privacy AI

YOUR DEALERSHIP'S AI OUTBOUND REVENUE ENGINE.

Campaign Pro activates your CRM data, executes multi-channel outreach, and converts engagement into booked appointments—automatically.



3

Channels
Voice, SMS,
and email



60

Days
of automated
engagement



400+

Minimum
records per
campaign



∞

Follow-up until
conversion, opt-out,
or inactivity



**CREATE DEMAND.
DON'T WAIT FOR IT.**

Activate your data.
Drive revenue.

Best for: database reactivation

Use Case: Create demand

Deployment: ~7 days

Available in English
or Spanish

WHAT CAMPAIGN PRO CHANGES & WHY IT DRIVES REVENUE



Activates Your Database

Turns dormant CRM records into active conversations and opportunities.

More recovered revenue



Multi-Channel Outreach

Engages every customer across voice, SMS, and email, at scale.

Higher engagement rates



Automates Follow-Up

Persists beyond first contact with structured ongoing outreach.

More conversions, less manual effort



Routes and Converts Instantly

Responses go directly to your team for qualification and booking.

Faster appointment booking

CAMPAIGNS YOU CAN LAUNCH IMMEDIATELY

SALES

Dead Leads Reactivation



Re-engage cold or unworked leads sitting in your CRM.

Reactivates cold leads and drives new revenue

SALES

Inactive Customers



Bring back past buyers and service customers who have gone silent.

Win back lost customers and increase retention.

SALES

Equity & Upgrades



Identify in-market customers and drive trade-in from your base

Unlock new sales opportunities from within your customer base

SERVICE

Service & Recall



Declined ROs, service reminders or recall outreach

Recover lost revenue from your service drive

HOW IT WORKS



1 SELECT AUDIENCE

Provide CRM records or target specific segments



2 LAUNCH CAMPAIGN

AI executes outreach across voice, SMS, and/or email with continuous follow-up



3 REVENUE BOOKED

Responses handled by staff and appointments booked.

No dead leads. No missed opportunities. Just activated revenue.

ID Privacy AI

Agentic CoPilot

Powered by IDPrivacy AI

YOUR AI ASSISTANT THAT ENGAGES EVERY WEBSITE VISITOR. INSTANTLY. INTELLIGENTLY. 24/7.

A lightweight, white-labeled conversational assistant that appears on your website, engages visitors in natural language, maintains context within each session, and helps capture high-intent leads before they leave.



24/7

Always-On
Website Engagement

1 Days

Typical setup once
data is ready.

∞

Concurrent
Conversations

97%

Visitors who leave
without a trace

CAPTURE MORE WEBSITE DEMAND WITH REAL-TIME COPILOT.



Engages Website Visitors

Greets shoppers and answers questions directly inside the website experience.

No missed web traffic



Answers Inventory Questions

Uses inventory feed and knowledge base to respond.

Better shopping guidance



Maintains Conversation Context

Understands follow-up questions and prior messages.

More natural conversations



Escalates High Intent

Can hand off shoppers who request a test drive, live agent, or follow-up.

Cleaner lead capture

BUILT FOR WEBSITE ENGAGEMENT



Uses your live inventory feed



Answers FAQs, hours, service, and policy questions



Customizable brand voice, avatar, logo, and greeting



Escalates out-of-scope or high-intent requests

HOW IT WORKS

1



Embed the Widget

A simple HTML/JavaScript snippet is added to your website or tag manager.

2



Connect the Knowledge Base

Inventory, FAQs, hours, policies, service details, and brand instructions power the answers.

3



Engage and Escalate

The CoPilot answers routine questions instantly and routes high-intent shoppers when needed.



Always-On Coverage

Engages visitors 24/7/365 including nights, weekends, and holidays.



Instant Responses

Replies in seconds with conversational, context-aware answers.



Actionable Insights

Conversational logs and analytics to understand demand and improve performance



No missed website questions. No wait times. More captured demand.

AI handles routine website engagement. Your team handles the highest-value opportunities.

IDPrivacy AI