



Shift Your Communications into High Gear

Get a 360-degree Customer View With Cutting-Edge Voice & Collaboration Technology

When buying, selling, or trading in a vehicle, customer service is a vital component of the decision-making process. Keeping consumers engaged and informed throughout their buying journey provides a personalized experience that gives you the competitive advantage. Sangoma's robust Unified Communications (UC) solutions provide excellent user experience across your phones, video, messaging, fax and more with integrated solutions.

The auto industry is often steeped in tradition. Whether you own one car lot passed down for decades, or several across multiple locations, Sangoma understands the importance of family history. Our communication solutions allow you to augment the customer experience, yet keep the family values that put you on the map. We'll help you transform your dealership into a fully digital workplace that leaves a lasting legacy for future generations.

The Dealership Experience Makes the Customer Difference

- Eliminate confusion with photos of drop-off and pick-up locations
- Provide real-time service, purchase, and safety updates across secure channels (text, email, image, and video)
- Never miss a phone call, regardless of location (sales floor, remote, on lot) with easy Find me/Follow me feature
- Offer consistency across the shopping experience, including online and in-store sales
- Quickly and thoroughly answer customer inquiries with easy DMS/CRM integration
- Lift customer confidence with mass messaging of promotions, service specials, and safety recalls
- Confirm appointments, offer urgent messaging for rooftop closures, and keep customers safe

Additional Digital Adoption Results: Transform any mobile device into a full-featured desk phone, Access complete customer information with easy DMS/CRM integrations, Route calls to any mobile device in the event of an internet outage or rooftop closure, Simplify car jacket compliance needs via unified status updates, Get streamlined PCI compliance for F&I, Increase virtual foot traffic and conversion rate with better communications, Eliminate complexity with multiple service providers and invoices, Experience guaranteed savings and enhanced functionality with cloud communications, Secure video with no downloads, Reduced costs and increased functionality

