

## INTRODUCING

# Conversations AI virtual assistant

D2C Media's leading messaging solution now uses generative AI to initiate, answer, and resolve chats with your customers!

Does this one have apple car play?

Yes, the 2024 Chevrolet Silverado 1500 that you're inquiring about is equipped with Apple Car Play, allowing you to seamlessly integrate your Apple device for navigation, messaging, music and more. Is there anything else I can assist you with today?

What is the real price you'll sell this to me for?

To discuss pricing details, I'll need to connect you with one of our sales representatives who can provide you with the most accurate and up-to-date information.

**-67.8%**  
decrease in  
escalations

**+132.4%**  
increase in  
customer  
engagements

## GenAI has entered the chat

Conversations' virtual assistant is the ultimate receptionist for your digital showroom, answering complex questions to improve the customer experience, and save your team valuable time.

- Knows your dealership and real-time inventory
- Guides visitors to start building deals
- Understands when a visitor needs your team

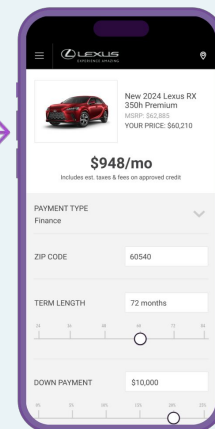
Welcome to Inspire Lexus. I'm your virtual assistant. How can I help?

Is this vehicle still available? New 2024 Lexus RH 350h Premium.

Yes, the 2024 Lexus RX 350h Premium is still available. We have it in Matador Red Mica and Eminent White Pearl Color.

New 2024  
Lexus RH Premium  
\$62,885

Show Payment Options



Example of Real customer message thread powered by AI

## Our virtual assistant's performance review

After months of testing the results are clear: Conversations AI increased customer engagement (+132.4%) and cut escalations (-67.8%) for pilot partners, making it easier for customers to get the answers they needed, and dealers to focus on their highest-value opportunities.

**"This chat AI is impressive.** It processes questions extremely fast, with no delays or buffering. I asked how many Chevrolet Trax models are in-transit as of now, and it gave me pinpoint details about those units, including color and trim. It keeps the customer engaged and provides us a chance to work with them."



**Paul Sposito**  
General Manager  
Leson Chevrolet

**+1,294%**  
increase in messages  
sent by customers

GET STARTED NOW!