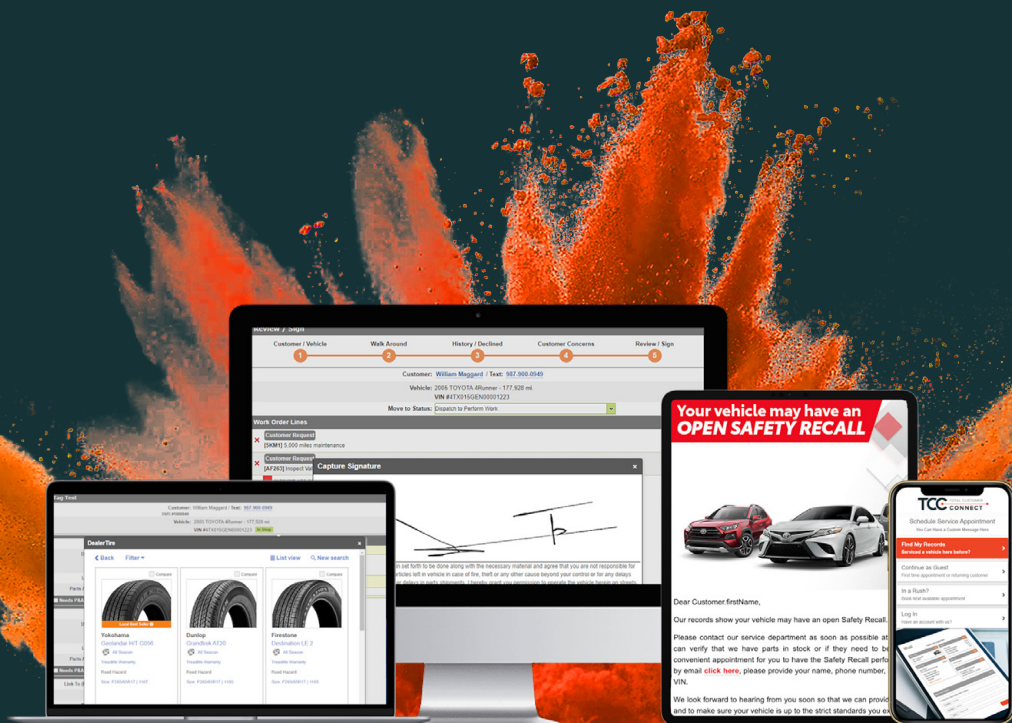


# TCC TOTAL CUSTOMER CONNECT

DRIVEN BY VEHLO



All Your Fixed Ops Needs  
**On One Platform**

Service Software · Marketing · Call Services

# Service Software

## How many different software systems do your advisors use?

Our all-in-one platform **ServiceConnect** is designed to keep your team as efficient as possible while providing information and professional estimates to your customers using today's simple communication methods.

- ✓ Online Appointment Scheduler
- ✓ Touchless Check-In
- ✓ Lane Write-Up
- ✓ Video MPI
- ✓ OEM Recall Lookup
- ✓ Mobile & In-Store Bill Pay
- ✓ Text Communication Platform
- ✓ Equity Mining
- ✓ BDC Cloud Software
- ✓ Special Order Part Tracking
- ✓ Factory Scheduled Maintenance Menus



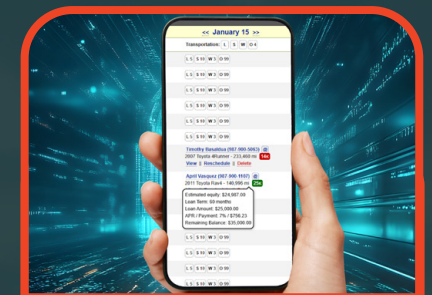
## Let us configure a product mix that matches your needs:



Scheduler



BDC Cloud



Equity Mining



Factory Menus



Mobile Bill Pay



Lane Check-In

## How TCC's Service Software makes the difference:

Our system constantly communicates between modules to provide true seamless connectivity across your service department, including our Marketing & Call Services. All our service software comes ready out of the box with:

- ✓ Detailed reporting suites
- ✓ Customizability to fit your dealership
- ✓ Alerts and internal communication
- ✓ Rich features & continued development



Texting



Video MPI



SOP Tracking

# Call Services

# Marketing

## Bring back lost souls and retain your customer base:

TCC's owned and operated call center agents contact your inactive or "lost souls" customers live to invite them back to your dealership, and/or handle your overflow calls to free up your BDC. We record all calls and you will have access to every single communication. Our reporting shows:

- ✓ How many calls have been completed
- ✓ Call result type, including appointments booked
- ✓ Exactly how many inactive customers we have returned
- ✓ Individual ROs, with the dollar amount based on our effort

## Never miss a customer call with the power of AI:

Route UNLIMITED simultaneous calls to our AI Voice Assistant, reroute to a live person at any time. Our advanced system can handle appointments, dispatching, and more while integrating with our scheduler and other software modules.

Call **213-224-2765** For A Live Demo

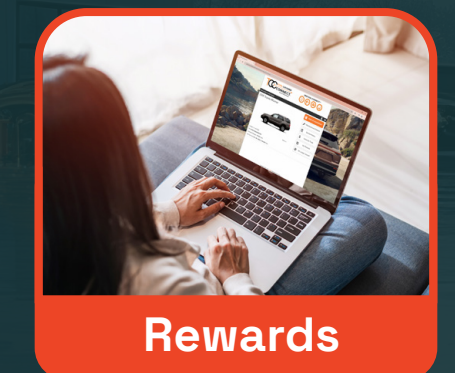
## Reach customers through today's digital channels:

TCC's marketing campaigns stand out and are customized for each dealership. We don't use cookie-cutter tactics, we:

- ✓ Communicate at the right time, with the right message, using the preferred medium
- ✓ Optimize campaigns over 400 times a month
- ✓ Target specific ZIP codes where potential customers are
- ✓ Report true ROI based on DMS data
- ✓ Implement unique and engaging rewards programs
- ✓ Constantly A/B test offers to optimize results
- ✓ Use a full mix of digital and physical mediums

## Proven recall acquisition strategy:

Manage recall campaigns efficiently to load your shop properly. TCC's custom recall program will allow you to pinpoint customers both inside and outside your database with open safety recalls.



# About Us

# FAQ

## TCC provides services to fit every need:

Based in Silicon Valley, Total Customer Connect has been a collaborative business partner to technology trend-setting pioneers all over the Bay Area. At our core, we utilize state-of-the-art technology and DMS integration to maximize customer interactions. TCC provides innovative, customer-centric solutions for automotive dealerships, delivering measurable results in revenue growth and fostering quality customer relationships.

TCC works with over 1,100 new car dealer franchises across North America and we are ready to put that experience to work for you. Need solutions specific to your store? Let us build exactly the product you need.

## We integrate with every major DMS:

**Auto/Mate**<sup>®</sup>

**Autosoft**<sup>®</sup>  
Dealer Management System

● CDK  
● Global  
●

**dj**  
dealertrack technologies<sup>®</sup>

**PBS**

**QUORUM**  
DEALER MANAGEMENT SYSTEMS

**Reynolds & Reynolds**  
RCI Reynolds Certified Interface

**SERTI**  
DEALERSHIP  
SYSTEM

**TEKION**

Certified for ERA<sup>®</sup> and POWER

## Does TCC integrate with my DMS?

Yes, TCC has certified integration with every major Dealer Management System and our team is happy to explore further integrations if your dealership has a unique setup. During the demo process, we'll check on compatibility with your existing system(s) to get ahead of any potential disruptions.

## How do TCC's programs work together?

TCC offers a platform that seamlessly communicates. Use your DMS data for marketing and call campaigns, send automatic reminders based on service operations like special part orders, set custom alerts for your staff based on RO states, and much more!

## What does TCC cost?

Every service drive is different, and your store has unique needs. Our programs allow you to configure what you need, and don't burden you with additional costs for parts of the software suite that you won't use. Tell us exactly what you're looking for, and we'll configure a product mix that matches your needs.

## Who owns and operates TCC's call centers?

TCC has 20 years of owned and operated call center experience. Human touch is still the most effective way to reach out to your customers; show them you care with our professionally trained call agents.

## How do we get training on TCC?

Our expert install teams will give you and your staff everything you need to succeed as soon as we get started. Need additional training? We provide a library of detailed training videos, and our support and account management teams are always there when you need them.

# TCC TOTAL CUSTOMER CONNECT

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**Join Us. We Get Results**

**1100+  
Dealership  
Partners**

**Over  
\$350,000,000  
In Recovered  
Revenue**

**Support  
For Every  
Major DMS**

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