ONLINE SHOPPER & Automatic Training Guide

WELCOME TO ONLINE SHOPPER & AUTOMATIC!

In this Guide, you will learn how customers or shoppers can experience our Modern Retailing tool, and how dealers can work the deal through Automatic!

Join our Live Workshop!

The following icons will appear throughout this Guide, so let's introduce you to them!

Home

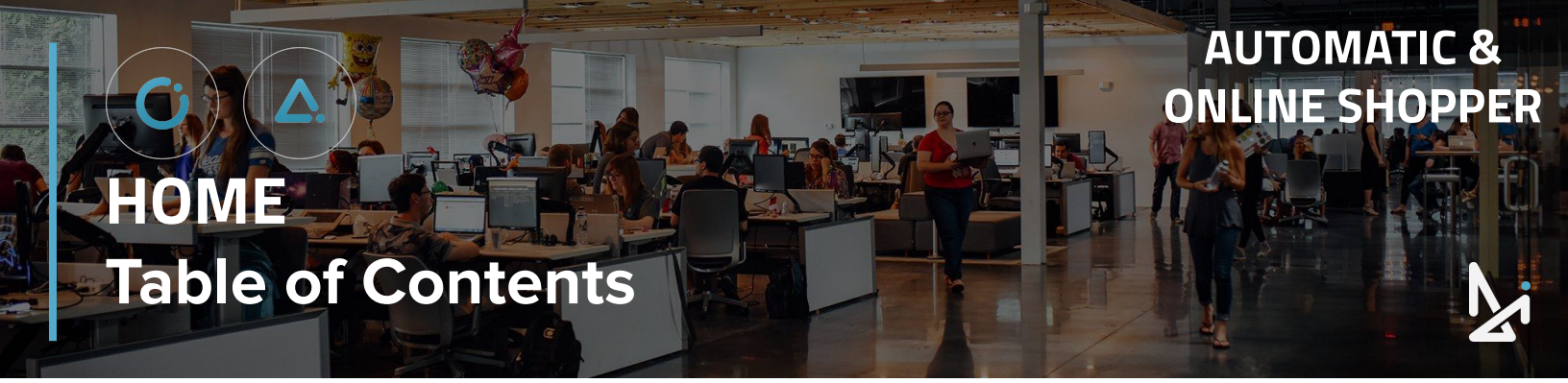
Click the home button to navigate back to the Table of Contents (located on the next page). From the Table of Contents, you will be able to quickly view new sections.

How-To Summary

Look for our How-To's for a brief summary of specific features within Online Shopper!

Best Practices

How to is important, but we didn't want to leave out the strategy!



AUTOMATIC &
ONLINE SHOPPER

HOME
Table of Contents

CLICK THE TITLES TO NAVIGATE TO THAT SECTION.

Customer Experience (Online Shopper)

Logging in to Automatic

Main Screen Navigation

- Select a Dealership
- Deals Main Screen
- Conversations Main Screen
- Customize My View
- Connecting via Text

In the Garage: Overview

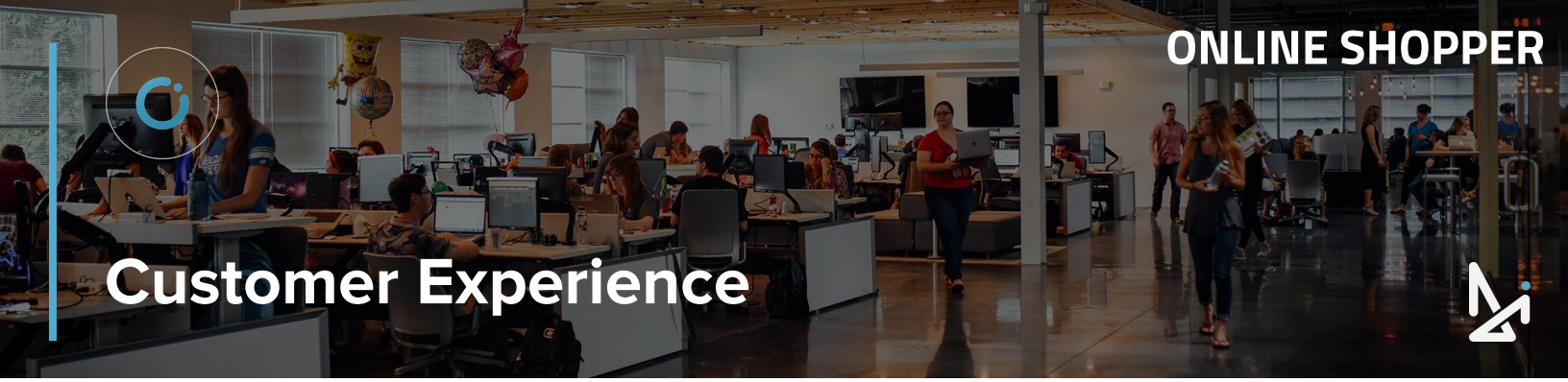
- Agent View: Adjusting the Deal
- Manager View: Customizing the Deal

Creating a Customer & Garage Profile

Account Settings

- Adding Users & User Roles

Click each section above to dive directly into a topic, or start scrolling ⏬ to explore all that Online Shopper and Automatic have to offer!



Customer Experience

Meet our shopper, Brooks. 👋 Brooks is browsing your site looking for a car from his couch! Before visiting your dealership he can customize their favorite model and monthly payment, and ask questions directly from his garage!

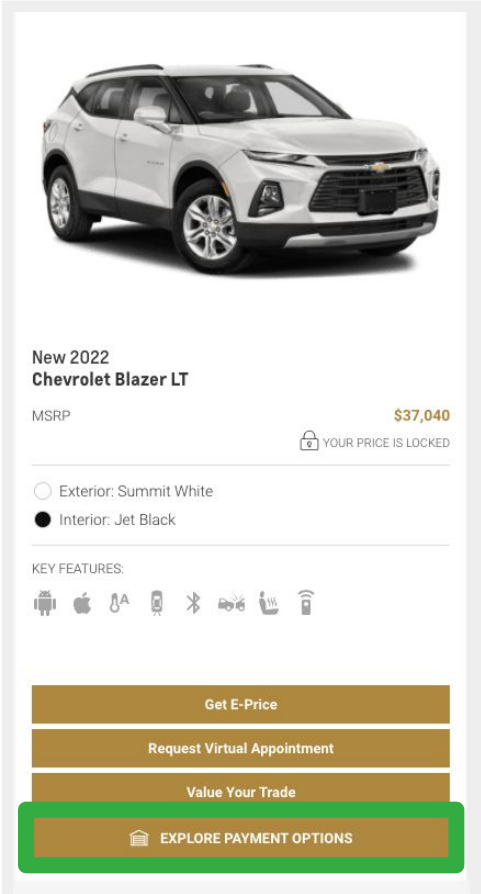
From your website, your shoppers can add inventory to their garage to compare prices, add upgrades, and select the right bank rate offer for them.

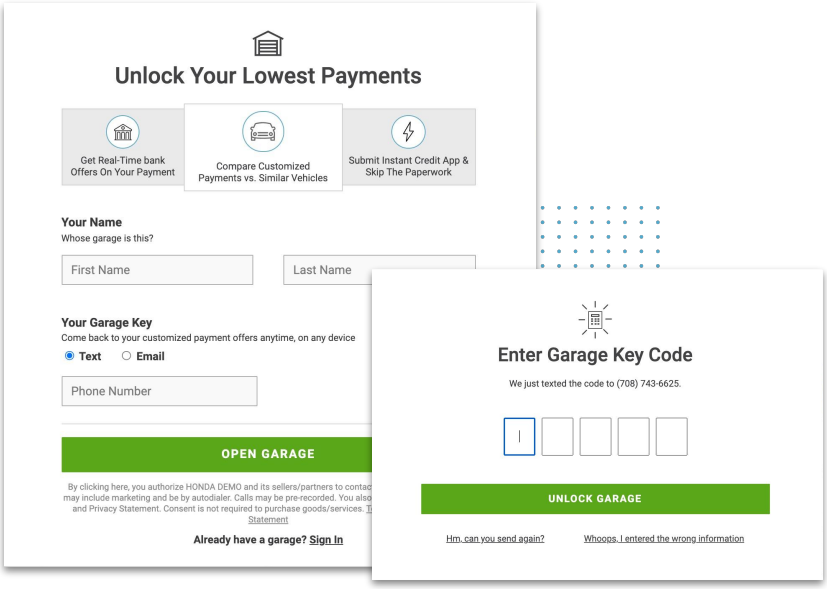
When a customer clicks Payment Options, this will prompt them to start their own garage. The customer may see:

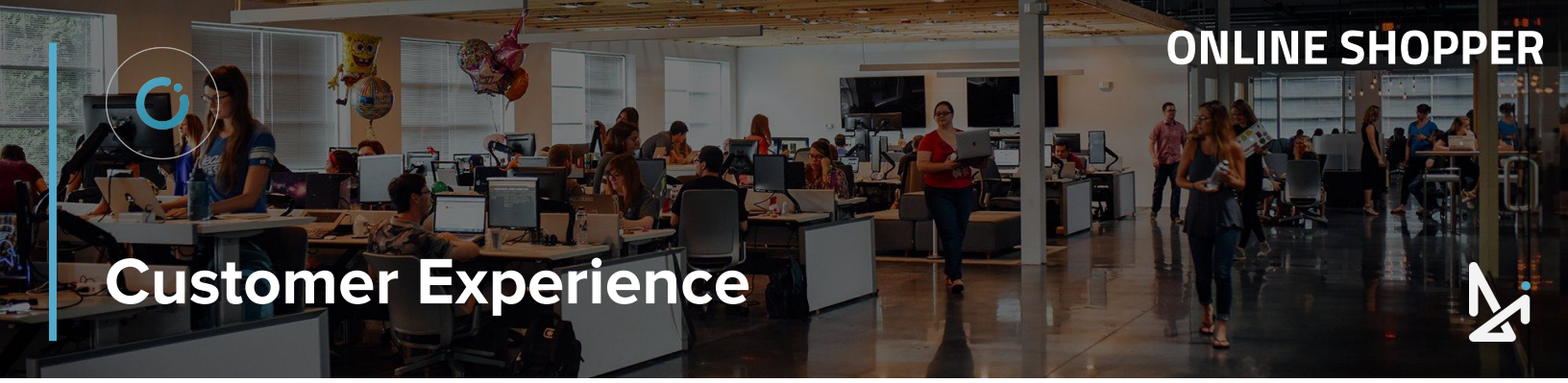
- **View** Payment Options
- **Show** Payment Options
- **Explore** Payment Options

The customer will then be asked to add in the following personal information: First & Last Name and either Phone Number or Email.

They will receive a Garage PIN via SMS or email (depending on the information they provided).







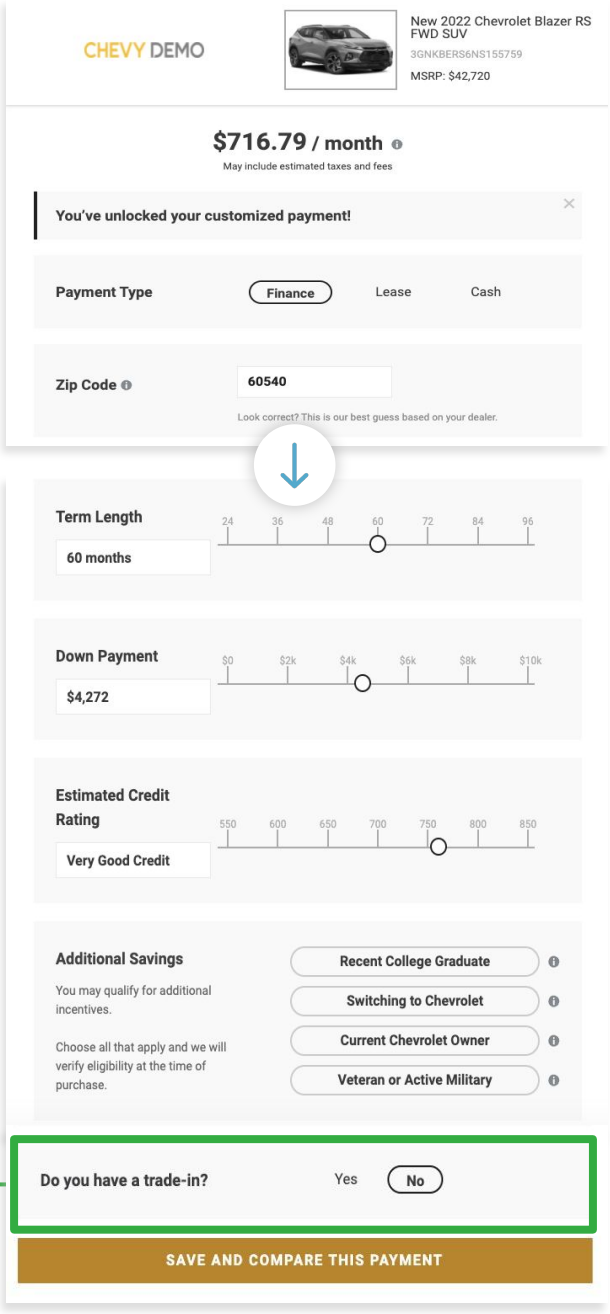
Customer Experience

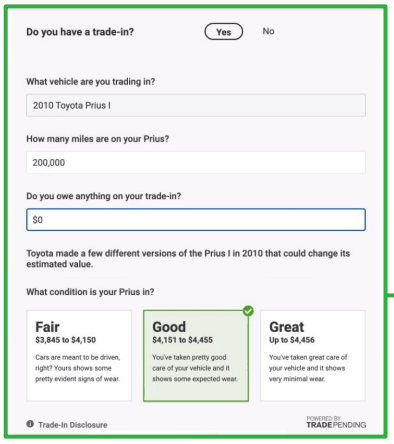
Customized Payment

Adjusting payment information allows you to see an estimated monthly payment at the top of the window.

Customers can update:

- Payment Type: Finance, Lease, or Cash
- Zip Code
- Term Length
- Annual Miles (if Lease is selected)
- Amount Due at Signing / Down Payment
- Credit Rating
  Click “Don’t know your score?” to determine score
- Trade In Information
  A customer can get an estimated trade evaluation

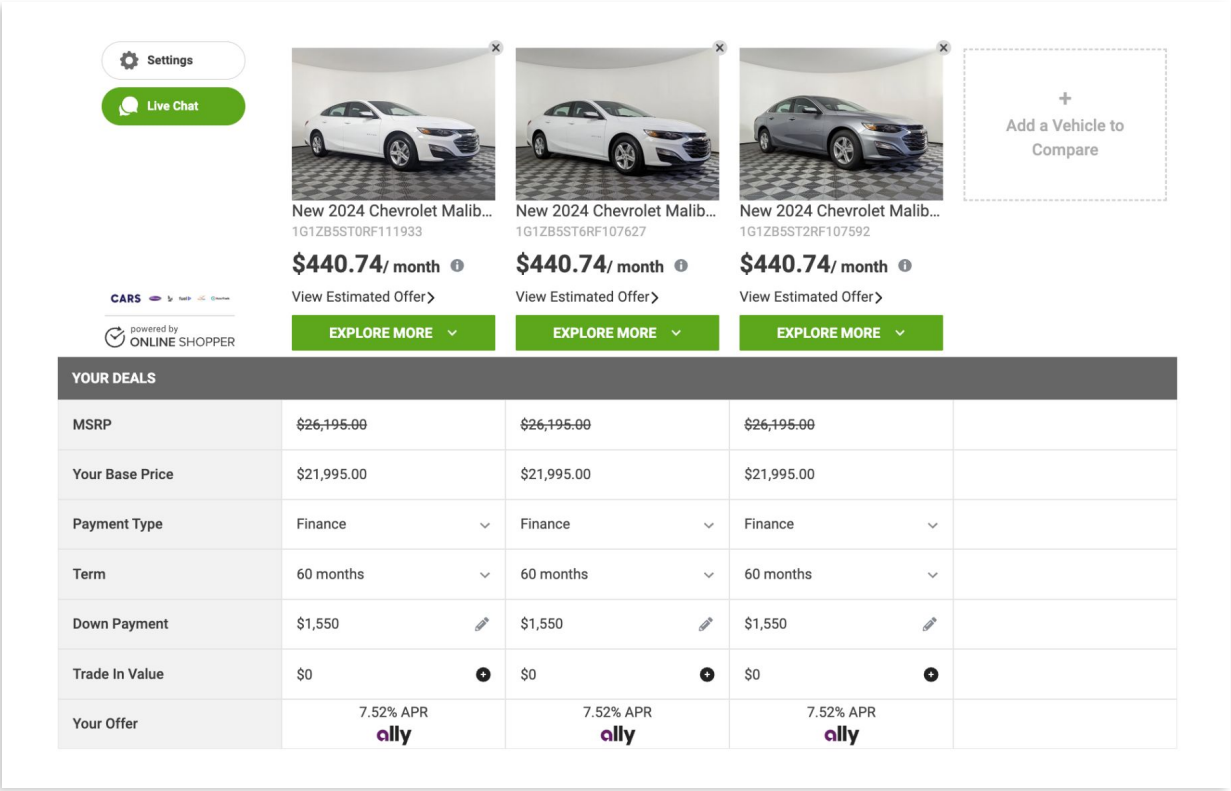




Trade-In Questions

The customer will be prompted to input their vehicle, miles on that vehicle, how much they owe on the trade-in, and what condition the vehicle is in.

Customer Experience



Note: If you do not have Conversations, DI's chat messaging tool, shoppers will not see **Live Chat** or be able to message the dealership in their garage.

In the Garage

Click **Add a Vehicle to Compare** to return to VRP and select another vehicle to add to your garage. Within their garage, briefly customers can compare payments side by side.

In the garage, they can adjust the deal by clicking in the respective fields based on their Payment Type:

Finance

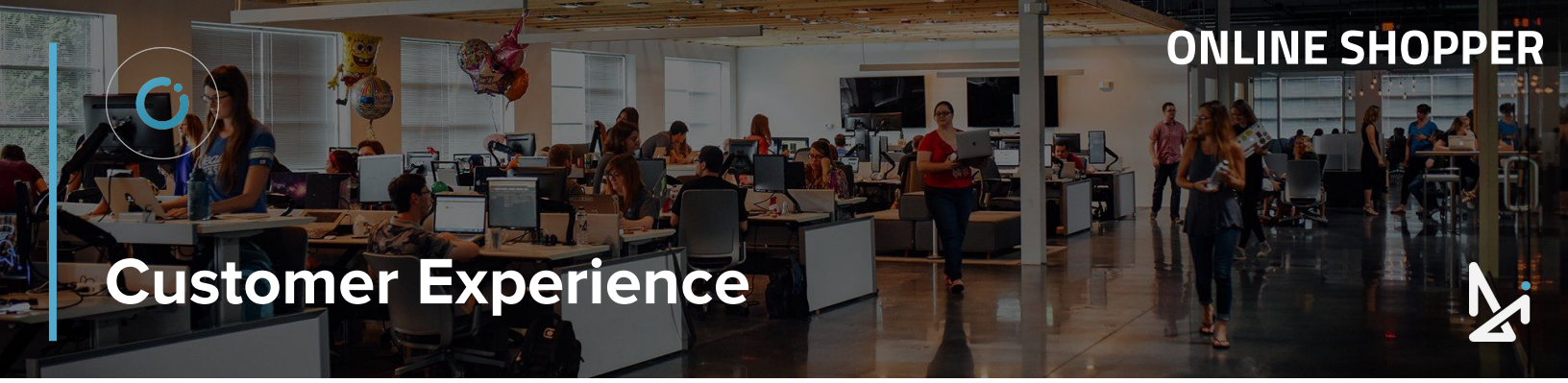
- Term
- Down Payment
- Trade In Value
- Your Offer
- Upgrades

Lease

- Term
- Lease Mileage
- Amount Due at Signing
- Trade In Value
- Your Offer
- Upgrades

Cash

- Trade In Value
- Upgrades



Customer Experience

Settings

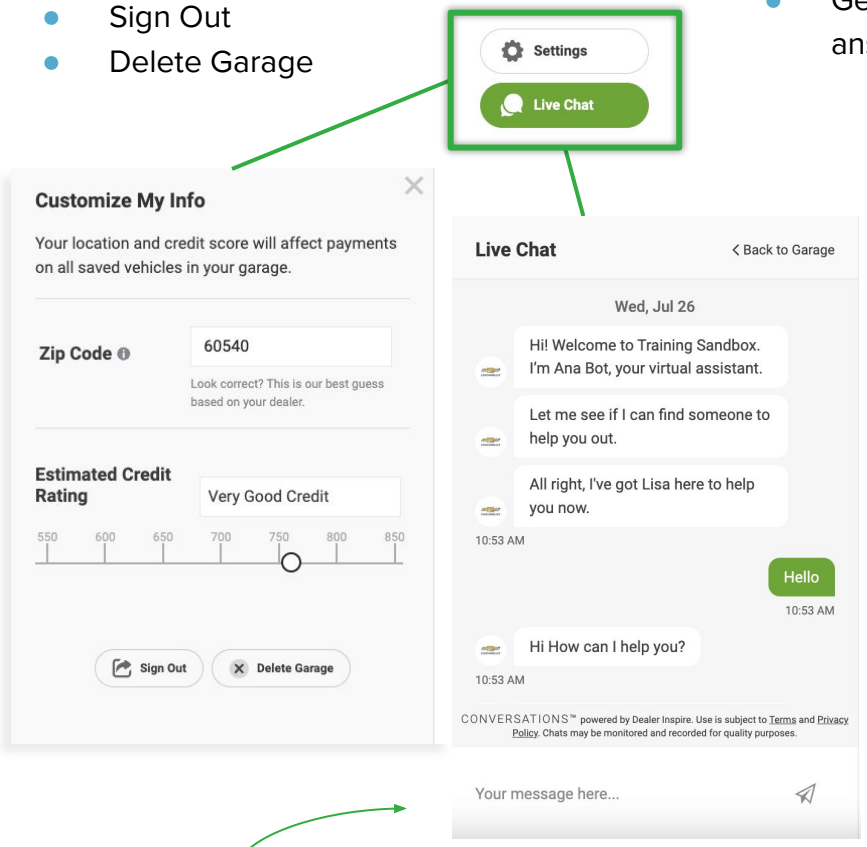
By clicking **Settings**, customers can:

- Update their zip code
- Adjust their credit rating
- Sign Out
- Delete Garage

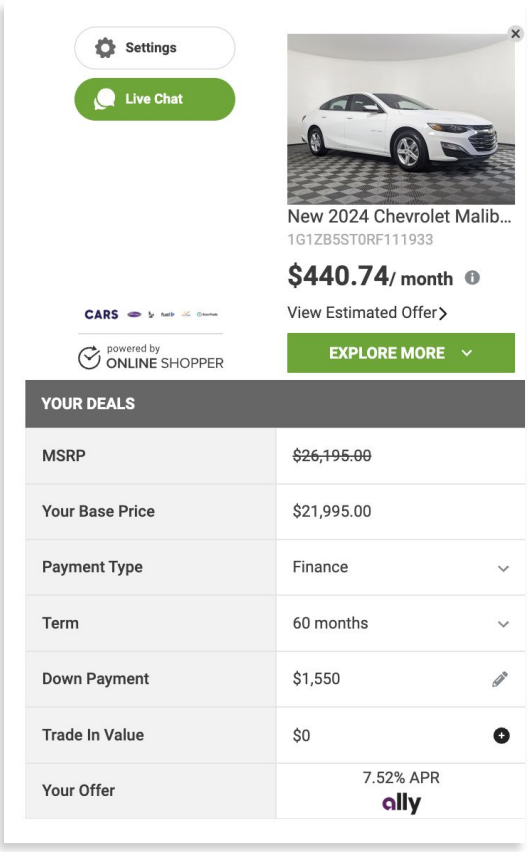
Live Chat

By clicking **Live Chat,** customers can:

- Message the dealership with questions
- Get responses live and get questions answered about inventory

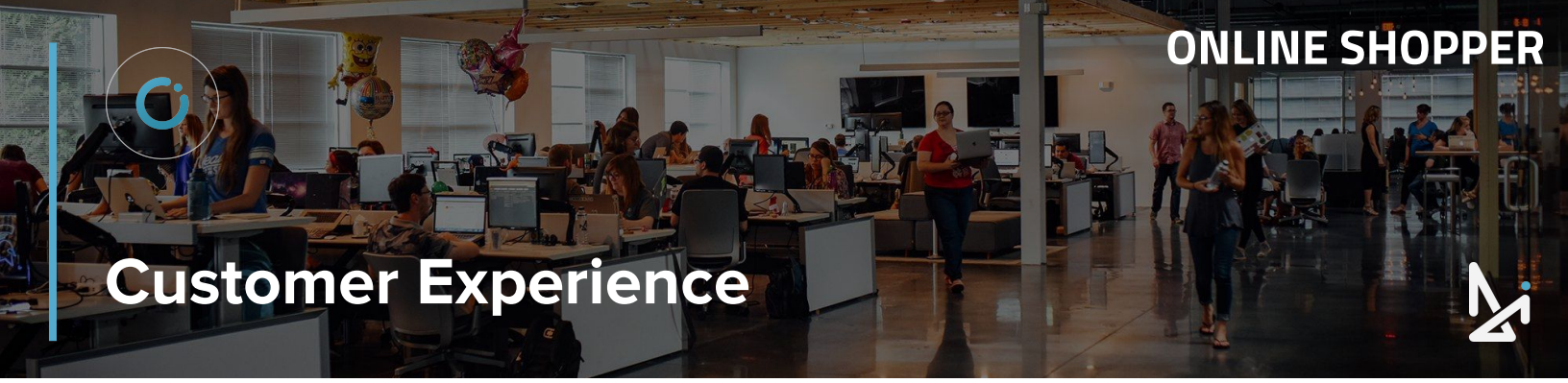


Type your message in the box shown above.

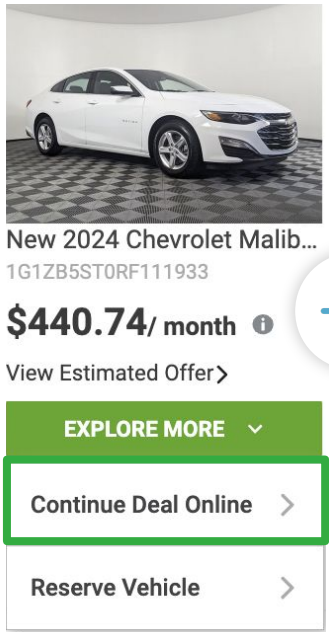


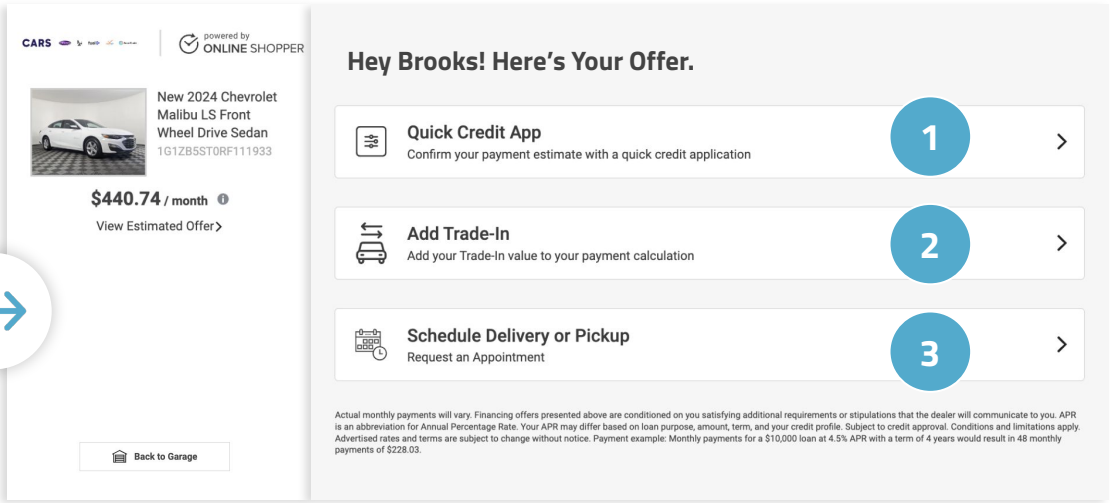
If you do not have Conversations, DI's chat messaging tool, shoppers will not see **Live Chat**, or be able to message the dealership in their garage.

If you'd like this enabled, please reach out to sales@dealerinspire.com



Customer Experience

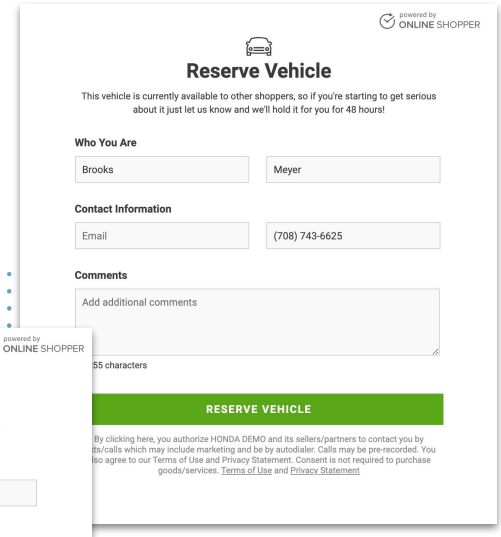


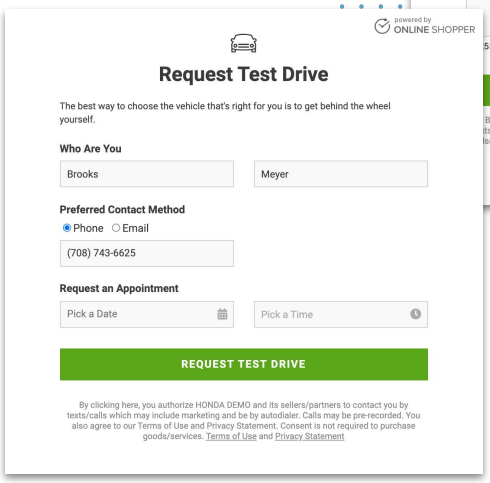


Final Steps

Click **Explore More > Continue Deal Online**

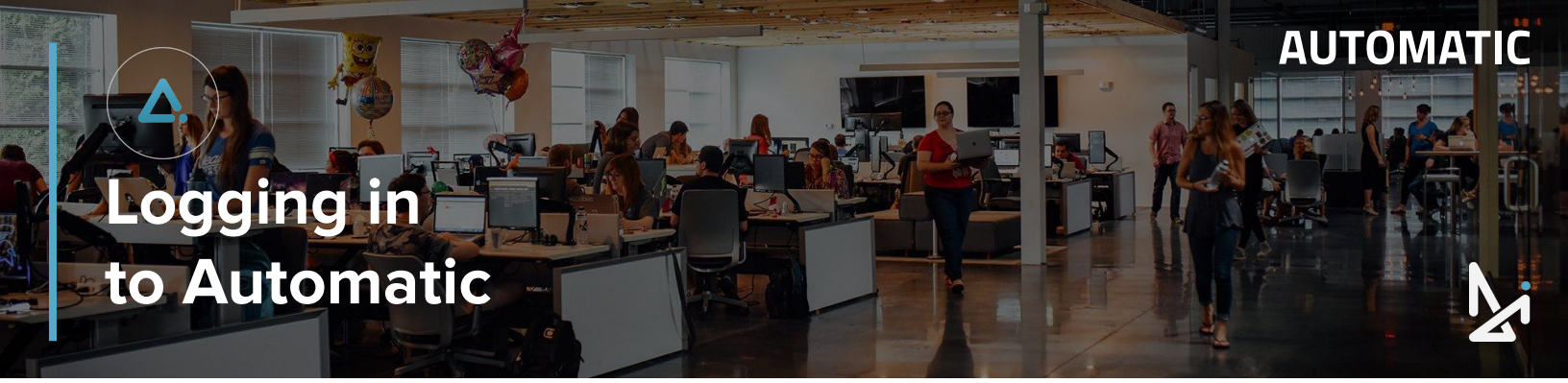
1. Quick Credit App
   Confirm payment estimate with a credit app
2. Add Trade-In
   Add the value of a trade-in to your payment calculator
3. Schedule Delivery or Pickup
   Choose a date and time range





Depending on your dealership's settings, customers can choose to:

- Reserve a Vehicle or
- Request Test Drive



Logging in to Automatic

Meet Joe! Joe is a dealer at DI Motors and has an Automatic login for his dealership. In Automatic, he can access a garage made by customers like Brooks. He can work the deal and engage the shopper along the path to purchase.

To log in to Automatic, visit:

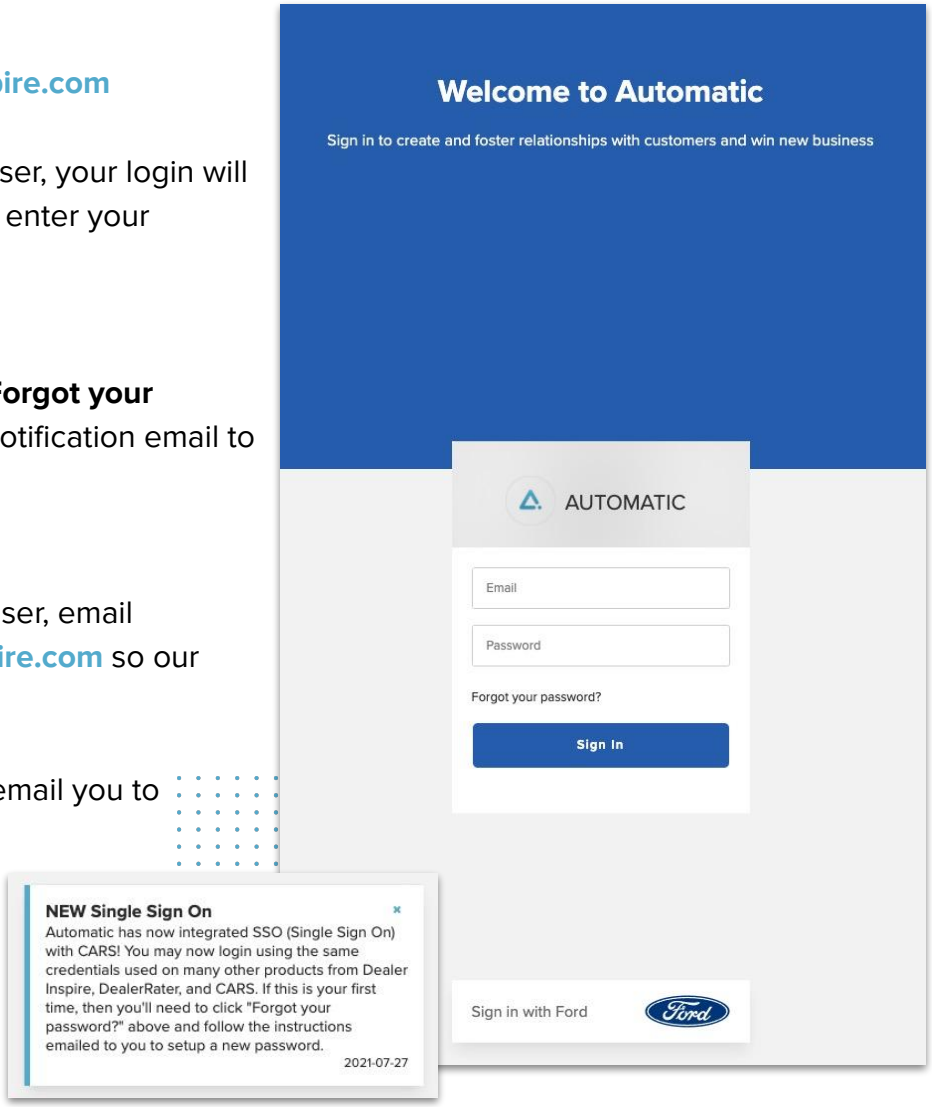
https://automatic.dealerinspire.com

If you've already been added as a user, your login will be your email address, and you can enter your password in the field below.

If you forgot your password, click **"Forgot your Password"**, and you will receive a notification email to reset it.

If you have not been enrolled as a user, email onlineshoppersupport@dealerinspire.com so our team can create an account for you.

Once created, Online Shopper will email you to activate your account.



Automatic does offer Single Sign On

Best Practice

Bookmark the URL! ☆

... to easily navigate back each time you log on!

Deals Screen
Select a Dealership

Joe has successfully logged in to Automatic! 🎉

Before he can start viewing deals, he will need to select a specific dealership for whose deals he wants to view!

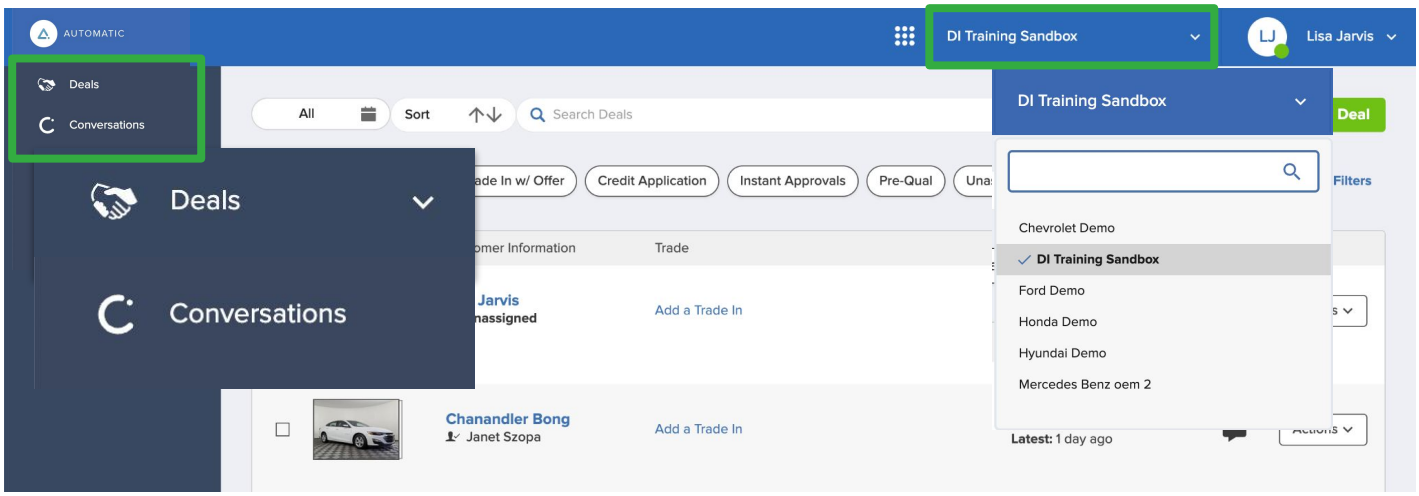
Once logged in to Automatic, if you are a user for multiple dealerships within your auto group, it will default to the first, alphabetically.

If this is the case, you will need to select a dealership before viewing any deals.

To select a dealership:

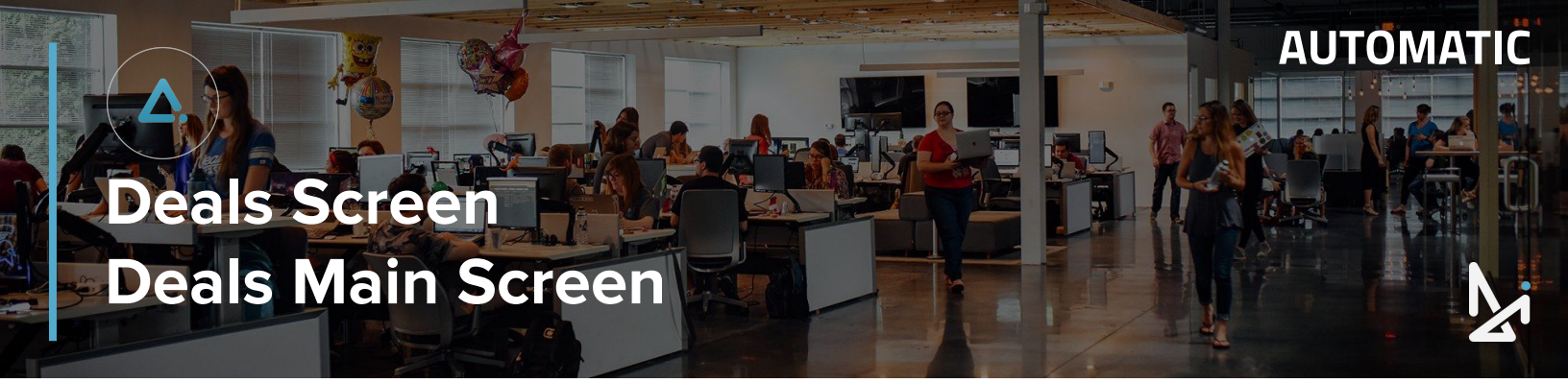
1. Click the Dealership Name in the top right of your screen
2. Search for or scroll to find the Dealership for whose deals you would like to view
3. Select a Dealership

Once a dealership is selected, you will have the option to select **Deals,** or **Conversations.** If Conversations is not clickable, please email sales@dealerinspire.com to get this feature turned on.



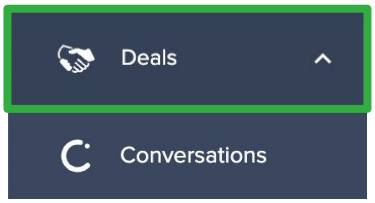
Note: If you are only associated with one dealership, your deals will populate on the screen as soon as you login and this step will not be necessary.

If your screen is reduced in size, you will only see the icons on the left rather than the words.



AUTOMATIC

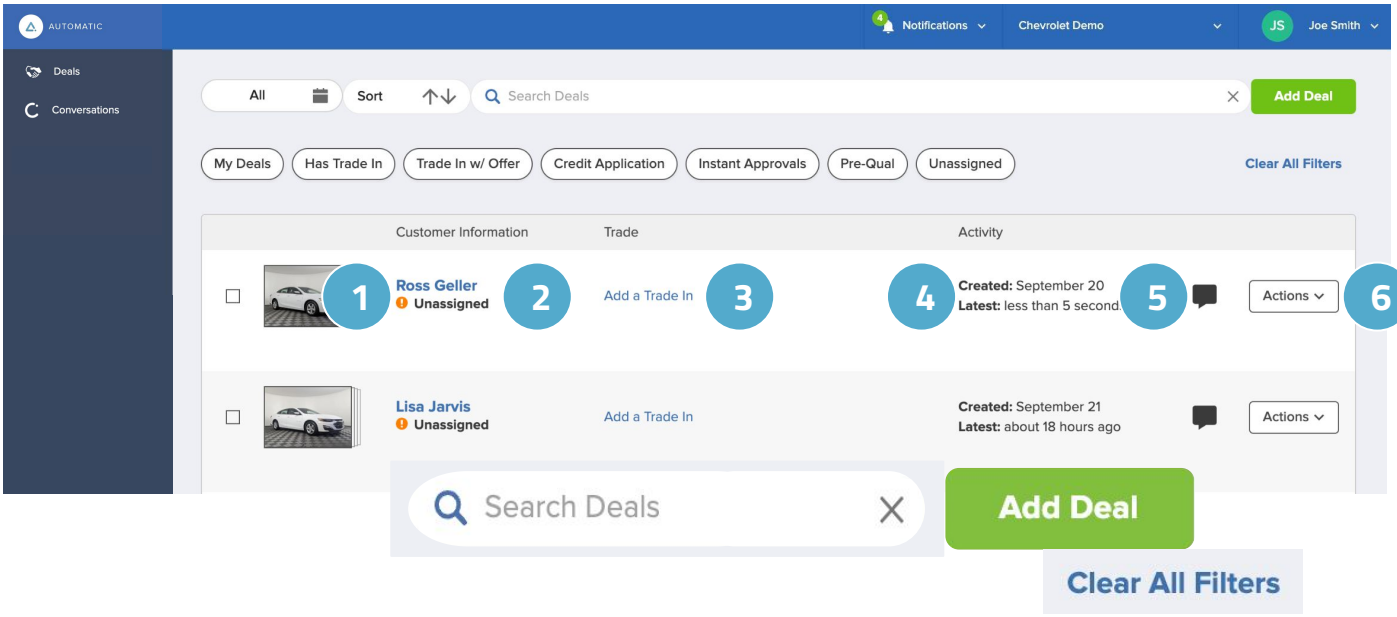
Deals Screen
Deals Main Screen

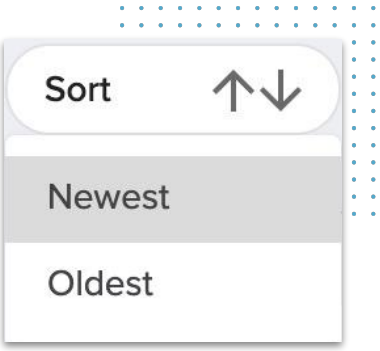


Your default view should be the **Deals** screen. Deals allows you to see the most recently updated garages along with ways to communicate directly with the client.

On this screen you will see the following:

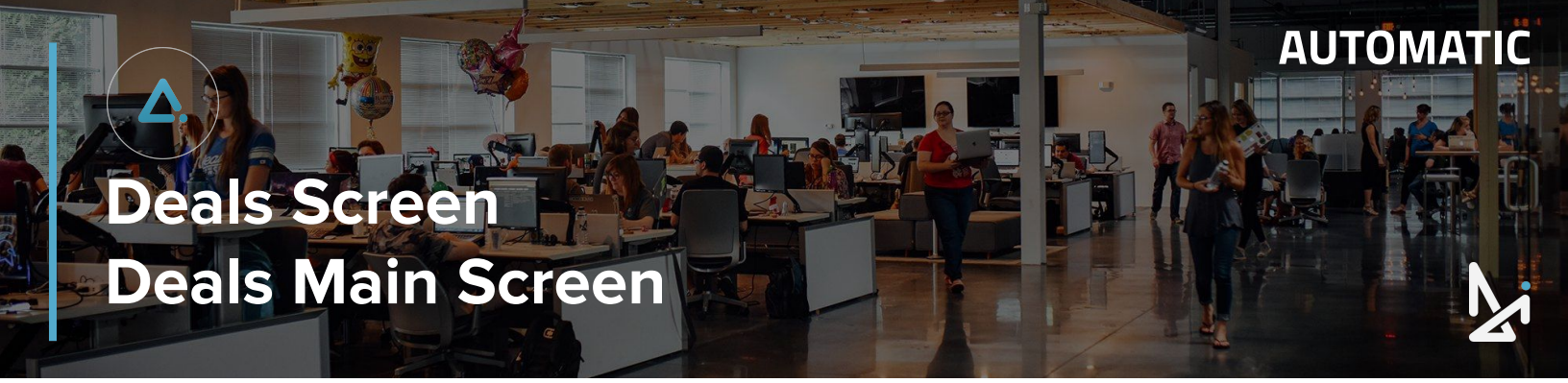
1. Customer First and Last Name
2. Unassigned or Assigned to a dealer
3. Add a Trade In
4. Activity and Frequency of use
5. Connecting with Customers via Text
6. Quick Actions





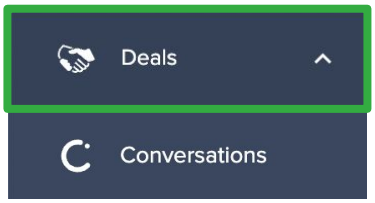
Additionally, you will be able to:

- Sort by Newest or Oldest (left)
- Filter by specs, like *Has Trade In* or *Unassigned* (above)
- Search for a customer by Name or Contact (above)
- Add a Deal or Clear All Filters (above)



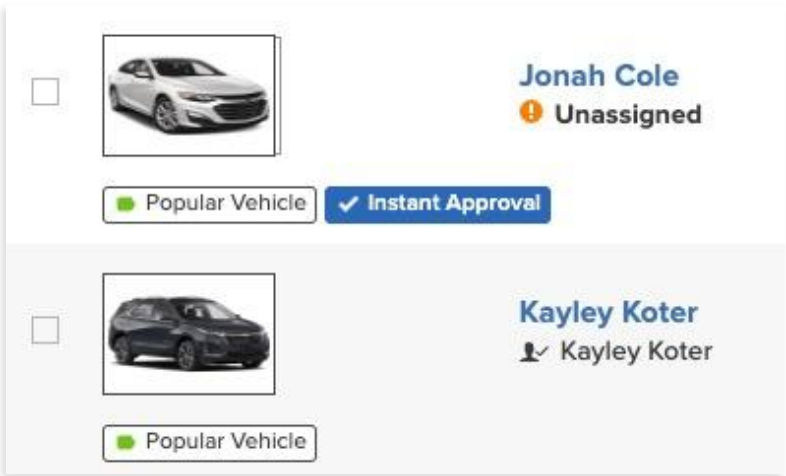
Deals Screen
Deals Main Screen

Let's take a look at a few other details on the **Deals** screen.



1. Photo

- One means there is only one vehicle in the customer's garage
- Multiple boxes mean there are multiple vehicles in the garage
- Shows how many people have this vehicle in their garage
- Click the photo to enter the customer's garage

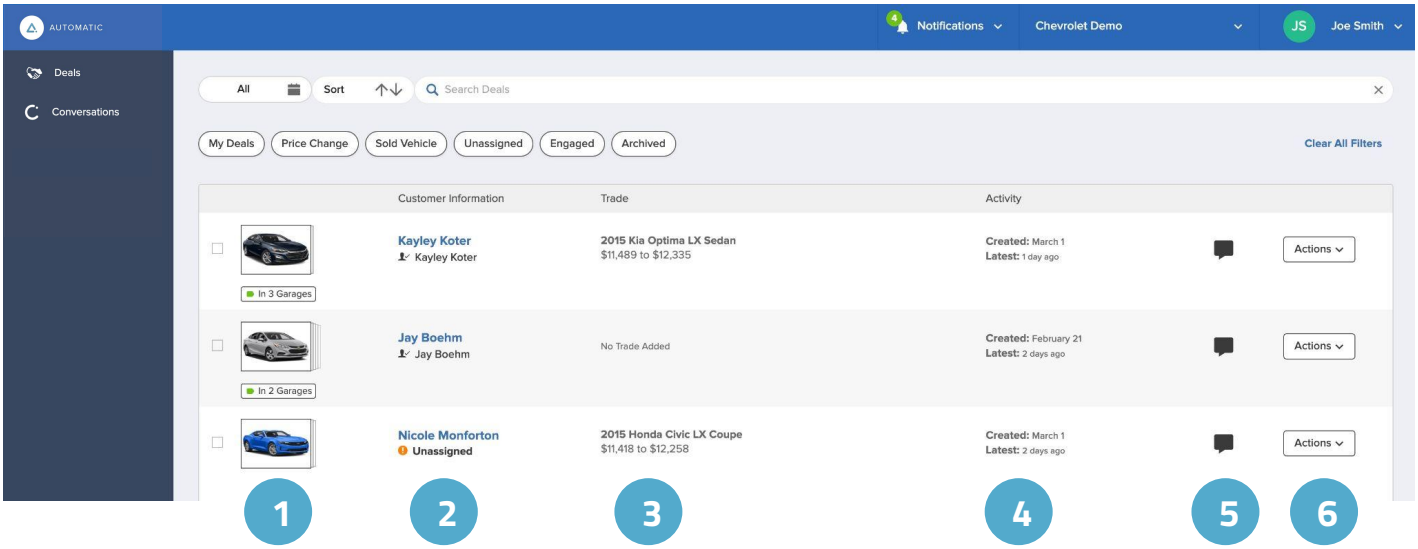


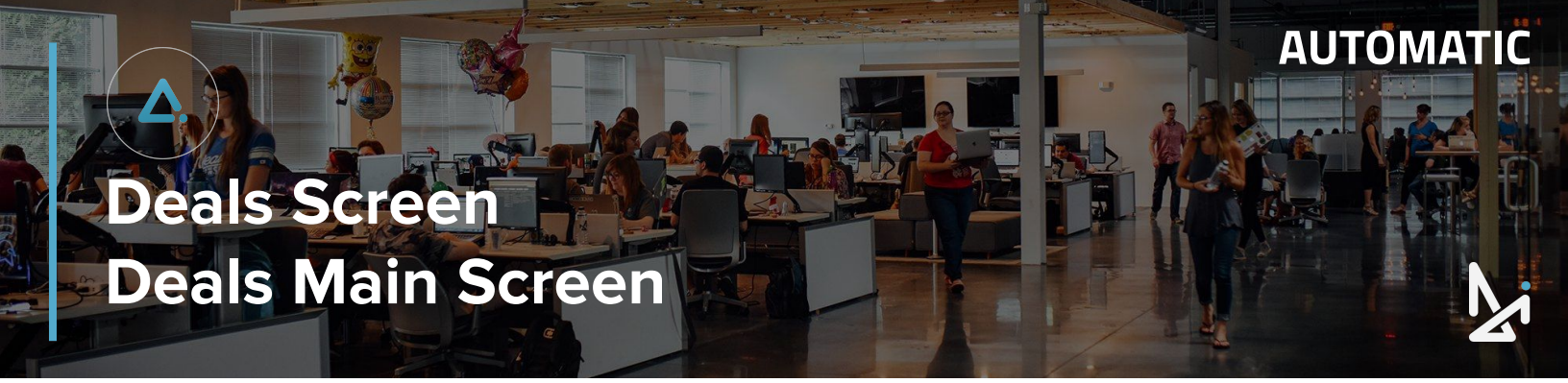
2. Customer Information

- First and Last Name
- Deal Assignee (will say *Unassigned* if it has not been assigned)

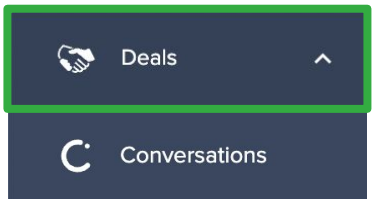
3. Trade

- Will display the title of the vehicle the shopper is trading in, along with the estimated pay range for the trade
- It will say *"No Trade Added"* if there is no information





Deals Screen
Deals Main Screen



4. Activity

- When the garage was created
- Recent Activity (by customer or dealer)

5. Connecting with Customers in the Garage

- Click here to send a text directly to the shopper
- Your texting thread will display here so you can read the history at any time

6. Actions*

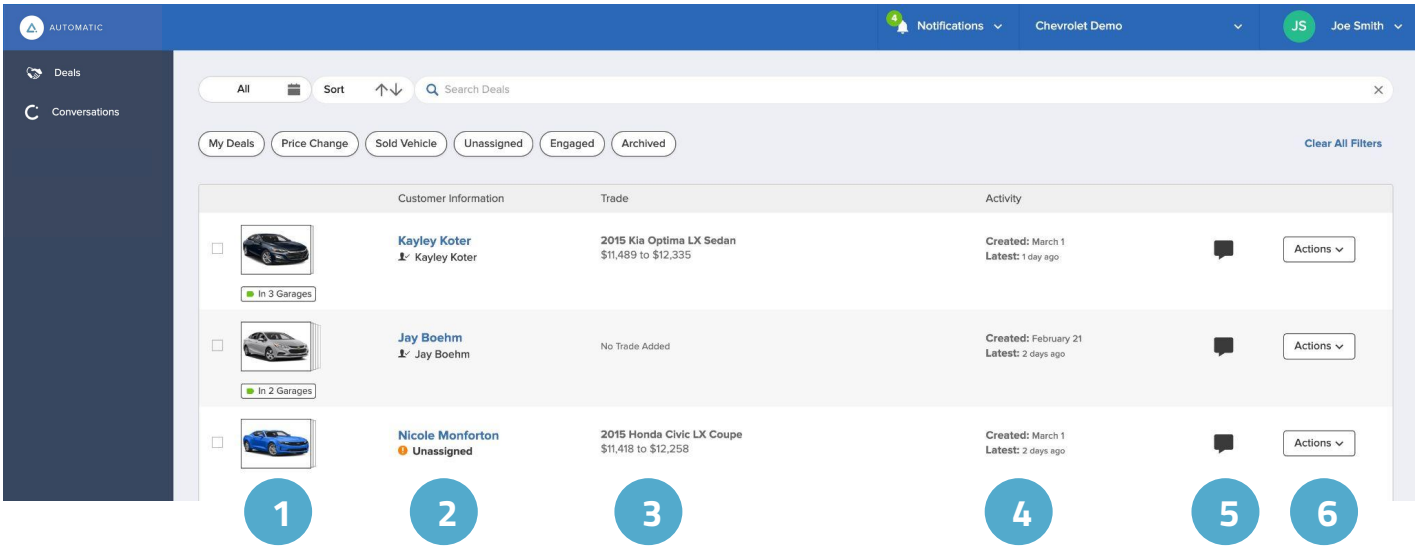
- Quick Look
- Go to Garage
- Assign to Me
- Garage Link
- Unassign (where applicable)

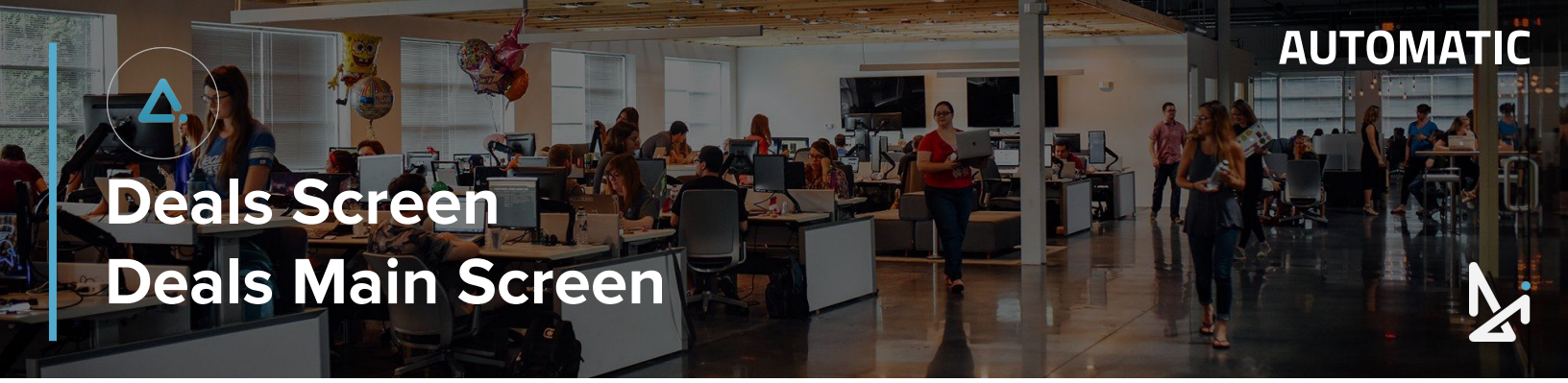
Best Practice

Remember! If the shopper is in the garage now, they will be easy to re-engage.

If you are following up on a month old deal, consider the best way to start that conversation

(Ex: Are you still shopping for the perfect vehicle?)





Deals Screen
Deals Main Screen

Actions

1. **Quick Look** will open up an overview of that customer's garage. In Quick Look, you can see:
   a. Activity: A brief summary of activity and source of lead.
   b. Garage: An overview of their garage including their trade in (if applicable)
   c. Customer Information: The customer's email, phone number, and location

2. **Go to Garage** will take you directly into the customer's Garage to be able to add new vehicles and/or work the deal

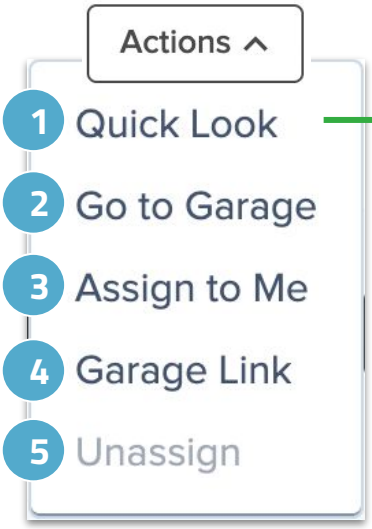
3. **Assign to Me** will quickly assign the Deal to you

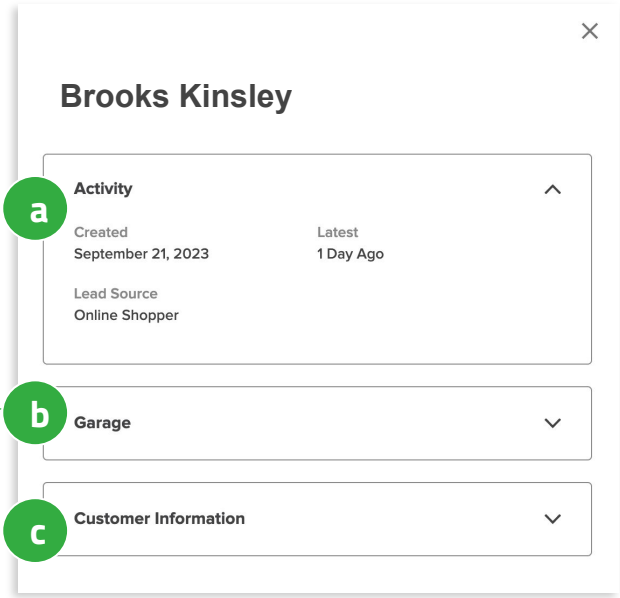
4. **Garage Link** will copy the Garage Link to send to a customer. This link will take a customer right into their garage, even on their cell phone

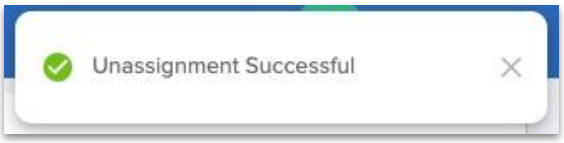
If the deal is already assigned, you can select the fifth option:

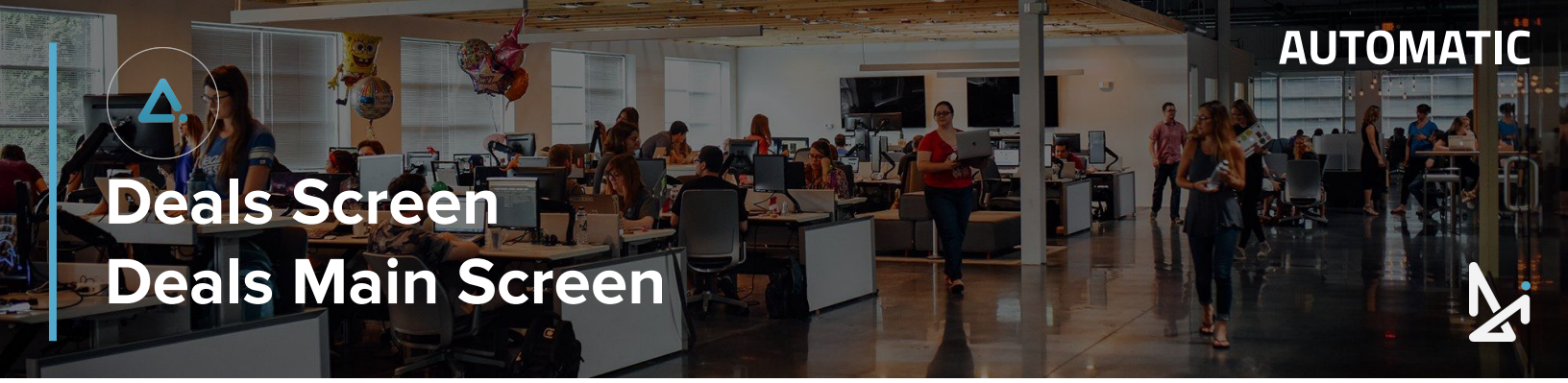
5. **Unassign**

You will receive a banner notifying you that the unassign was successful if you choose this option.







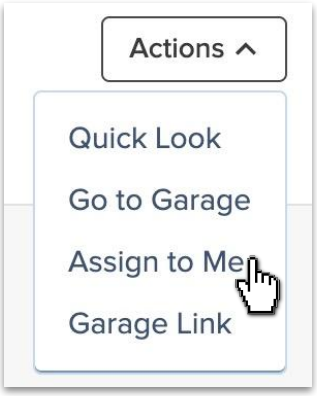


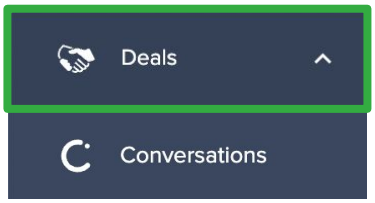
Deals Screen
Deals Main Screen

Assigning a Deal

Assigning to Yourself

1. Choose Actions on the desired row
2. Click **Assign to Me**



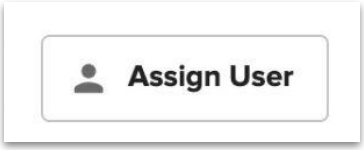


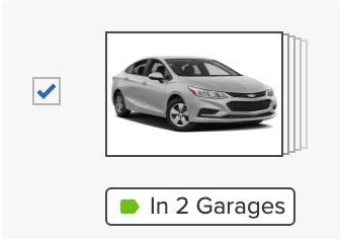
Assign to Users*

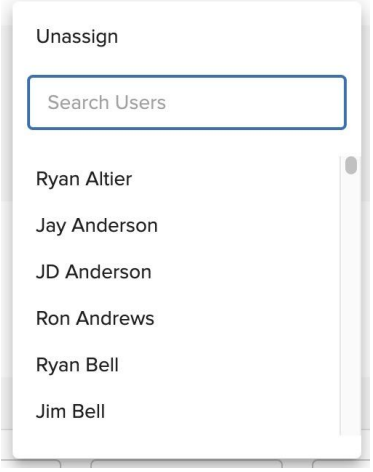
1. Check the box to the left of the deal

   (note that you can select multiple deals at once)
2. Click **Assign User** in the bottom panel that appears
3. Select the teammate you'd like to pass the deal to

**Users listed as Managers are the only role that can assign leads to other users*

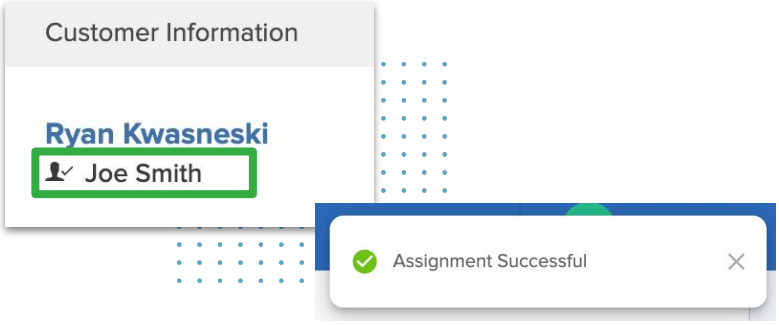


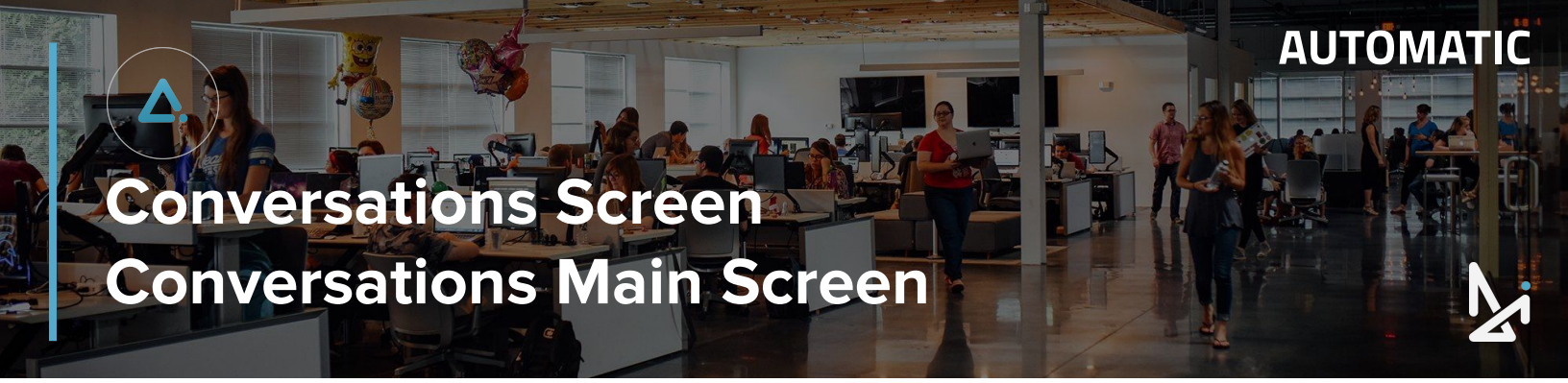




Once a user is assigned, whether it be to yourself or another user:

- The name will populate under the customer name
- You will see a notification in the top right corner that the assignment was successful

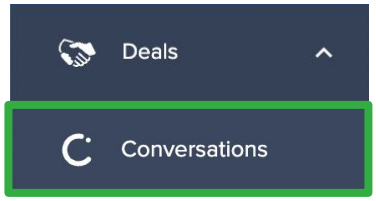


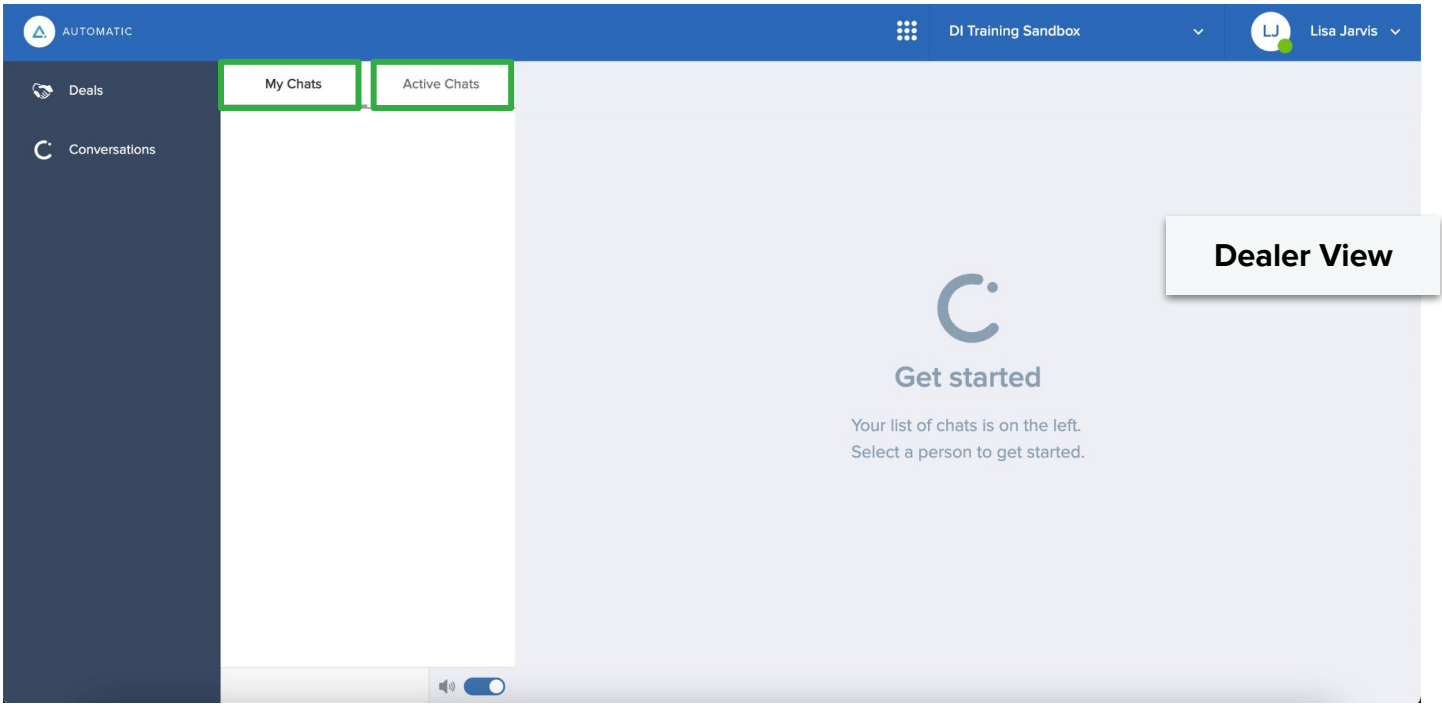


Conversations Screen
Conversations Main Screen

Conversations

Conversations is DI's messaging chat tool integrated into Automatic, connecting shoppers with dealers to make a seamless digital retailing experience.



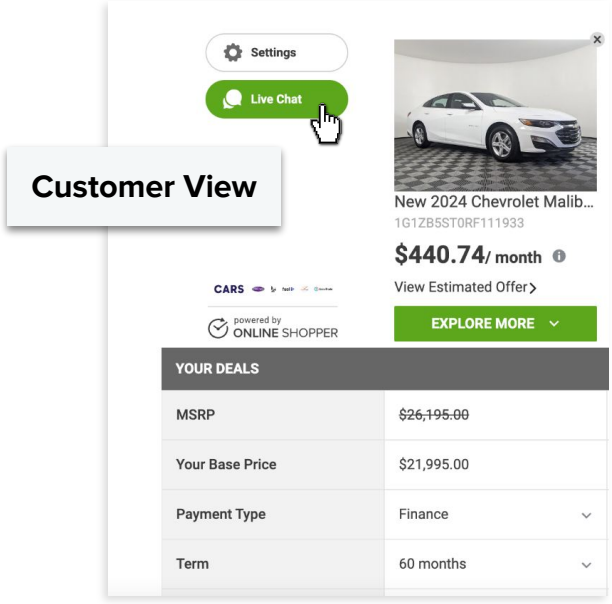


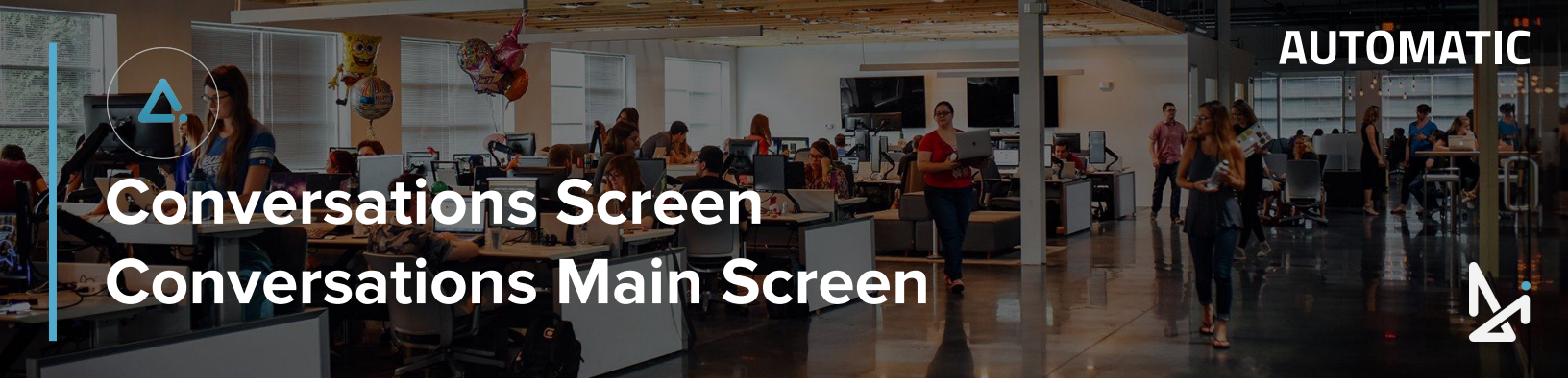
My Chats and Active Chats

Shows your active chat(s) and current chat conversations with shoppers from other agents or the call center.

A shopper can initiate a chat with the dealership by selecting **Live Chat** when creating their garage.

If this option is not available to the shopper, they can use your third party chat tool in the corner of your website. The Live Chat feature is DI's Conversation tool integrated in the customer's garage.



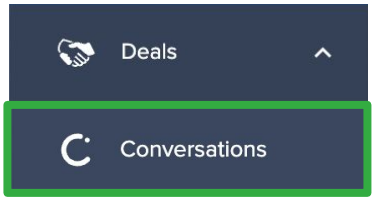


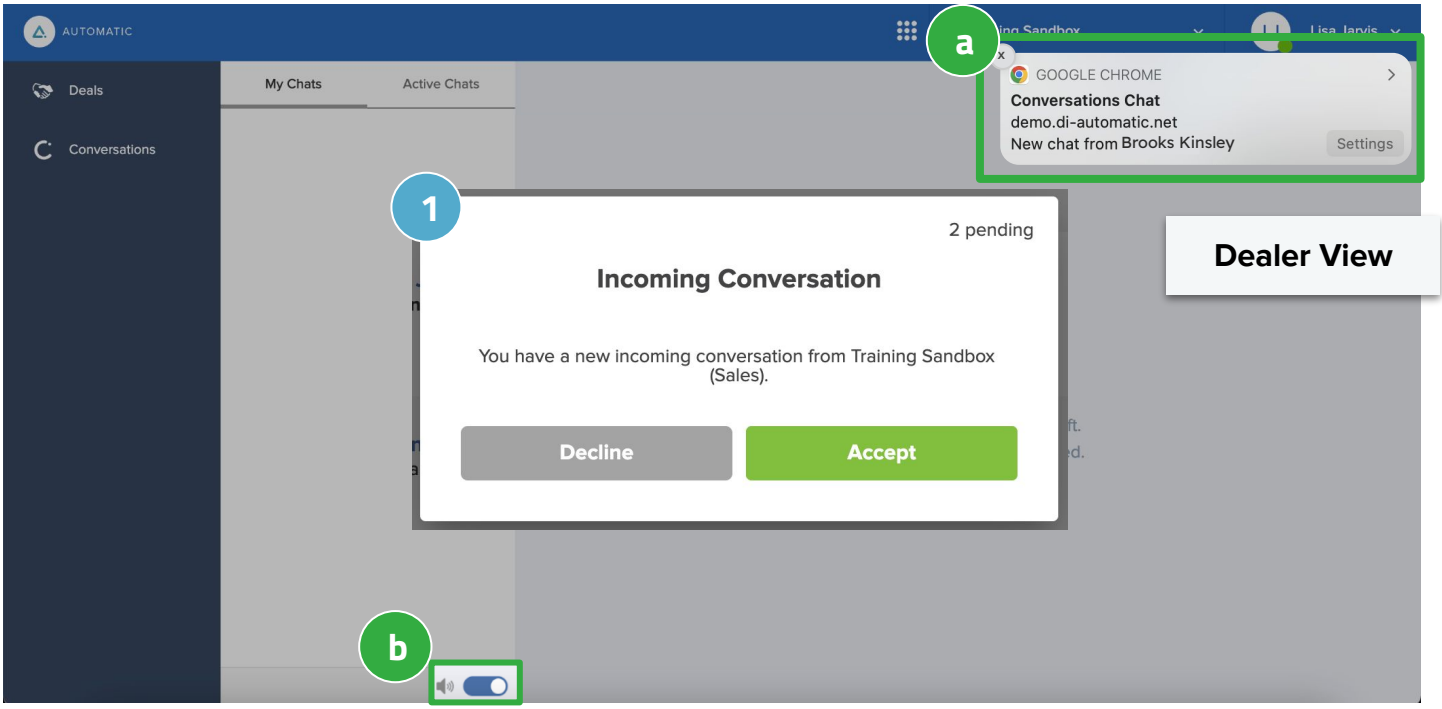
Conversations Screen
Conversations Main Screen

AUTOMATIC

Conversations

With Conversations, you can accept an incoming chat and enable desktop notifications so you never miss a conversation!





Incoming Conversation

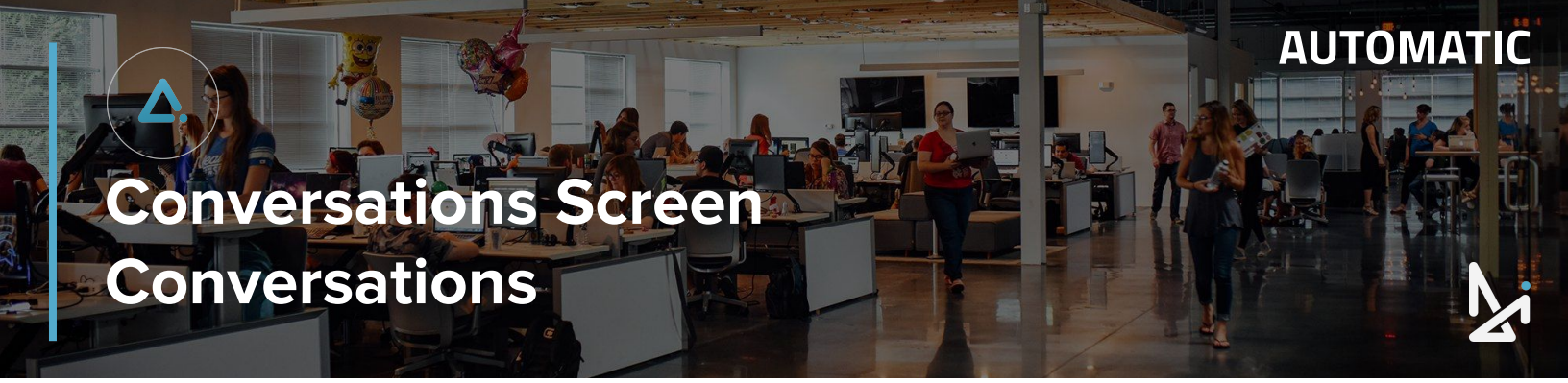
1. When you're in Automatic, you'll receive a pop-up window giving you the option to Accept or Decline the chat.

   If you aren't receiving the Incoming Conversation window, check your chat status is green and set to online.

Desktop Notifications

a. If in another tab, enabling desktop notifications will ping a notification in the top right, prompting you to return to Automatic to accept the chat.

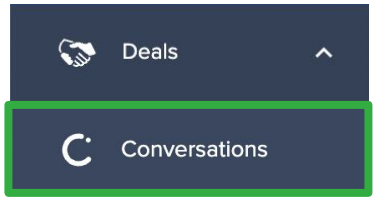
b. Enable audio by toggling the bottom button. You'll hear a *ding* when a chat comes through.

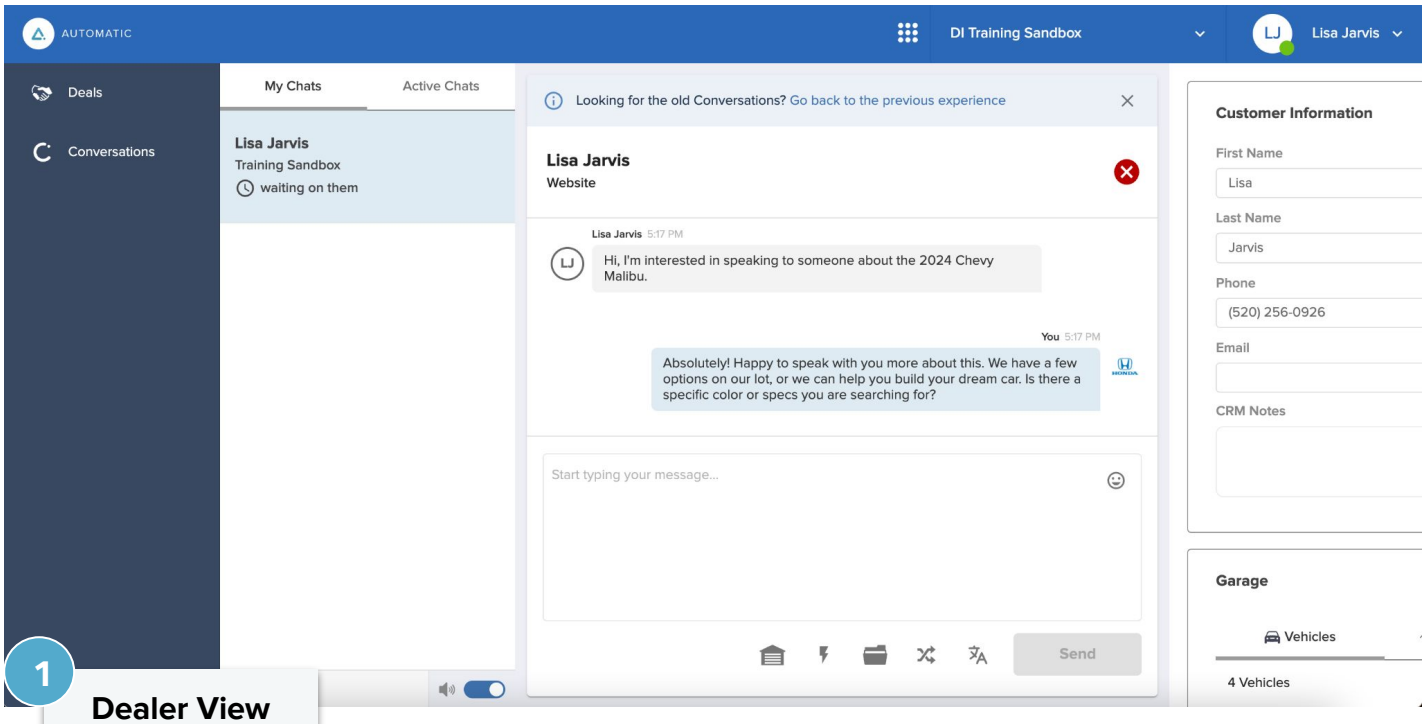


AUTOMATIC

Conversations Screen
Conversations

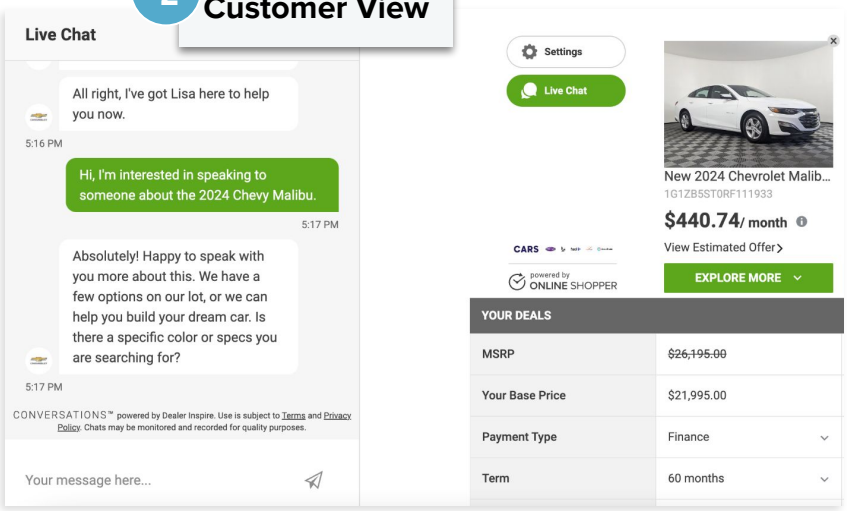
This is how Conversations appears for a dealer in Automatic, and for a shopper on the dealership's website. The conversation occupies most of the screen, and for shoppers, the chat window is located to the left of their garage.





1 **Dealer View**

2 **Customer View**

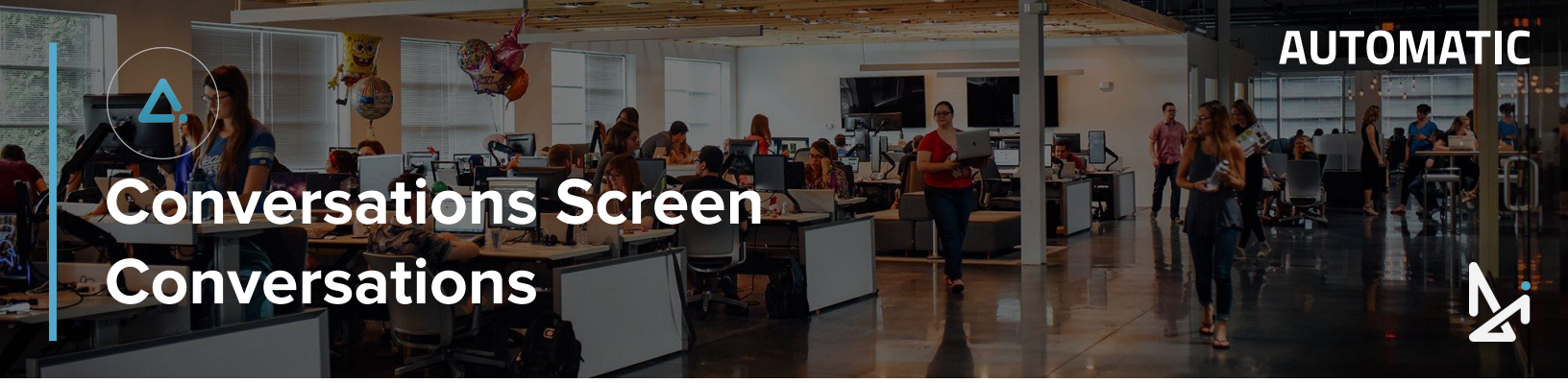


Automatic

1. Let's take a deeper look at the Automatic or Dealer-facing side of accepting and communicating via our chat tool, Conversations.

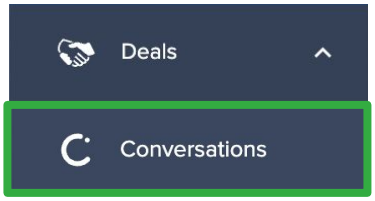
Online Shopper

2. A shopper can initiate a live chat with dealer by selecting **Live Chat** when in their garage.



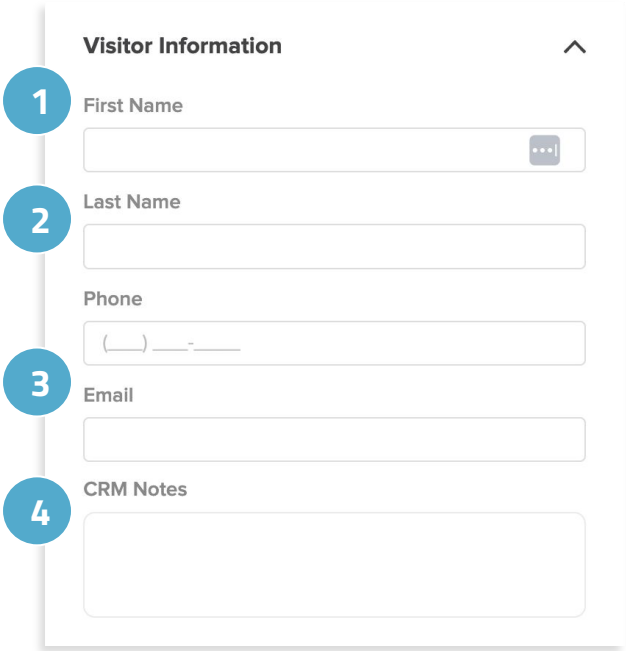
Conversations Screen
Conversations

With Conversations, you can utilize a few features within the chat window to engage with your shopper and help get one step closer to closing the deal. Let's start by looking at what you'll find on the right-side panel of the Conversations screen.



Visitor Information

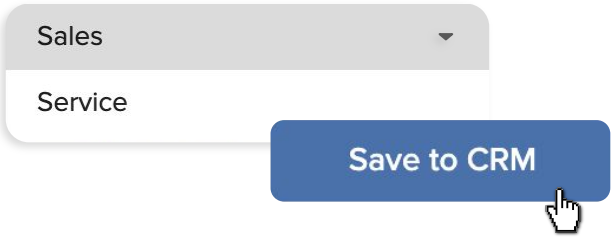
1. **First Name**
2. **Last Name**
3. **Contact Information**, like phone and/or email address
4. **CRM Notes**



Once at least **3** details are included in the Visitor Information panel:

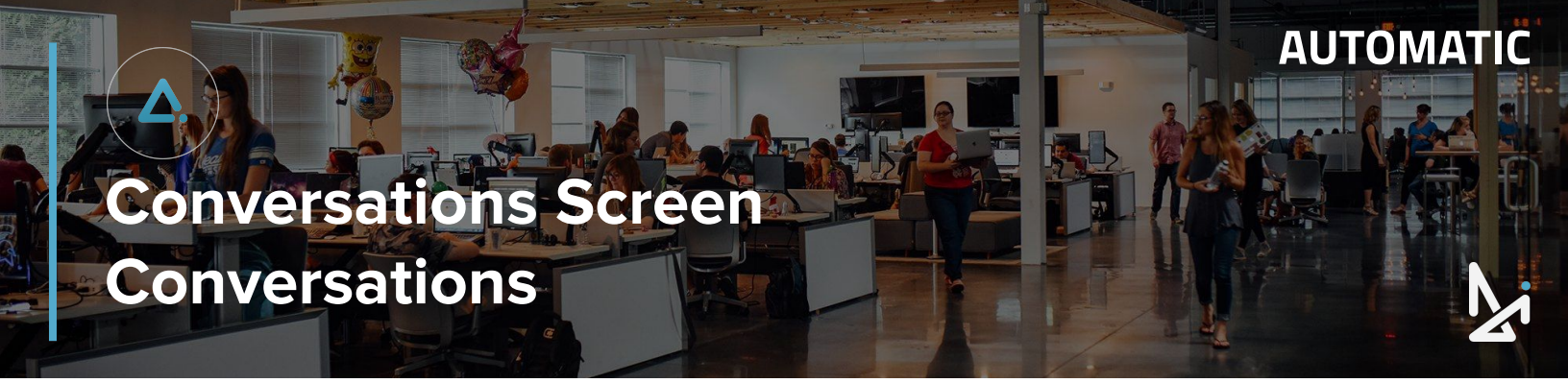
- First name
- Last name
- Phone **or** Email

you'll have the option to select a department, and save the details to your dealership's CRM.



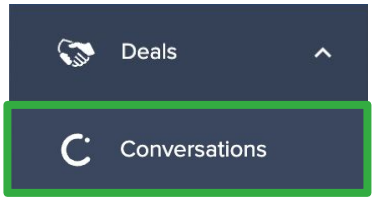
Best Practice

Use the CRM Notes box to add contact details or information about your chat conversation that would be helpful to tie to the contact in your CRM system.



AUTOMATIC

Conversations Screen
Conversations

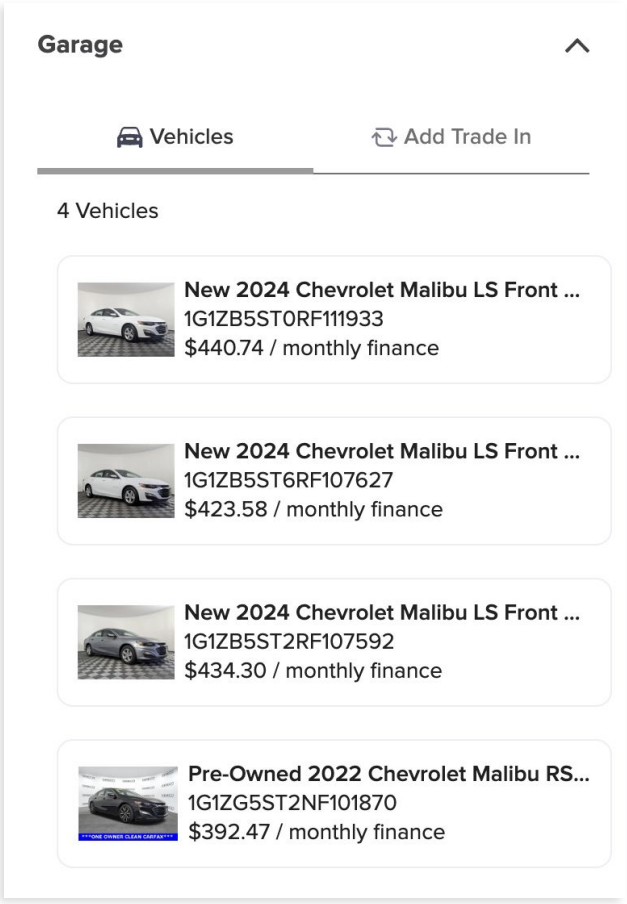


Garage

As the dealer in Automatic, you'll have quick access to the shopper's garage on the right-hand panel of the Conversations screen.

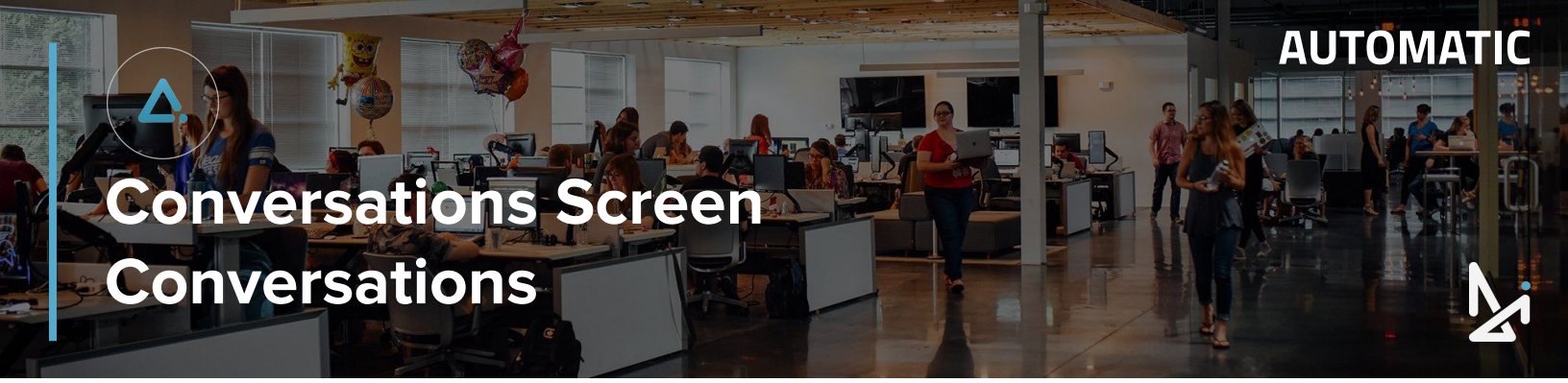
You'll be able to see the vehicles the shopper has shown interest in. For example in the image (right), you can gather that the shopper:

- Is interested in a Malibu
- Looking for a new vehicle
- White has color preference but could be open to options
- Most interested in a sedan at the least



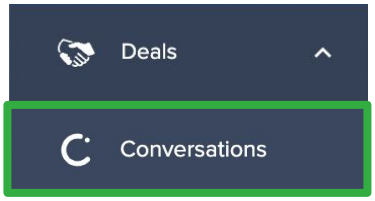
Best Practice

With this intel, you can add similar vehicles to their garage for them or get a conversation going by discussing what they are looking for and how you can help.



Conversations Screen
Conversations

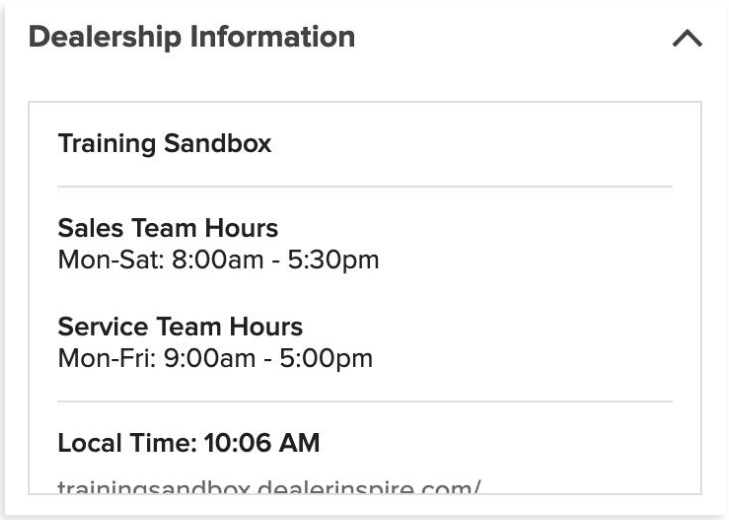
Dealership Information



Below the Garage on the right-hand side of Conversations, dealers or Call Center agents will have a quick-look view of helpful Dealership Information to assist when shoppers have questions about hours or location.

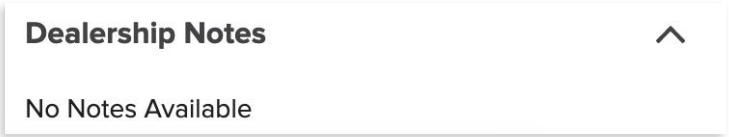
Dealership Information includes:

- Hours per Department
- Your local time
- Website URL
- Address of dealership
- Map

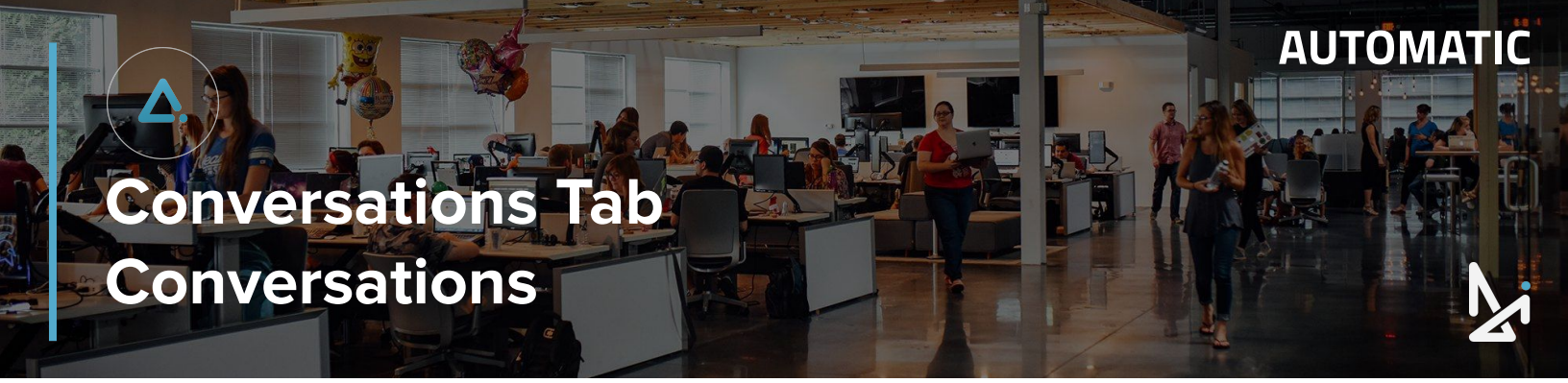


Dealership Notes

Dealership Notes is most helpful for call center agents, for the dealership to leave important notes regarding how you want chats managed.



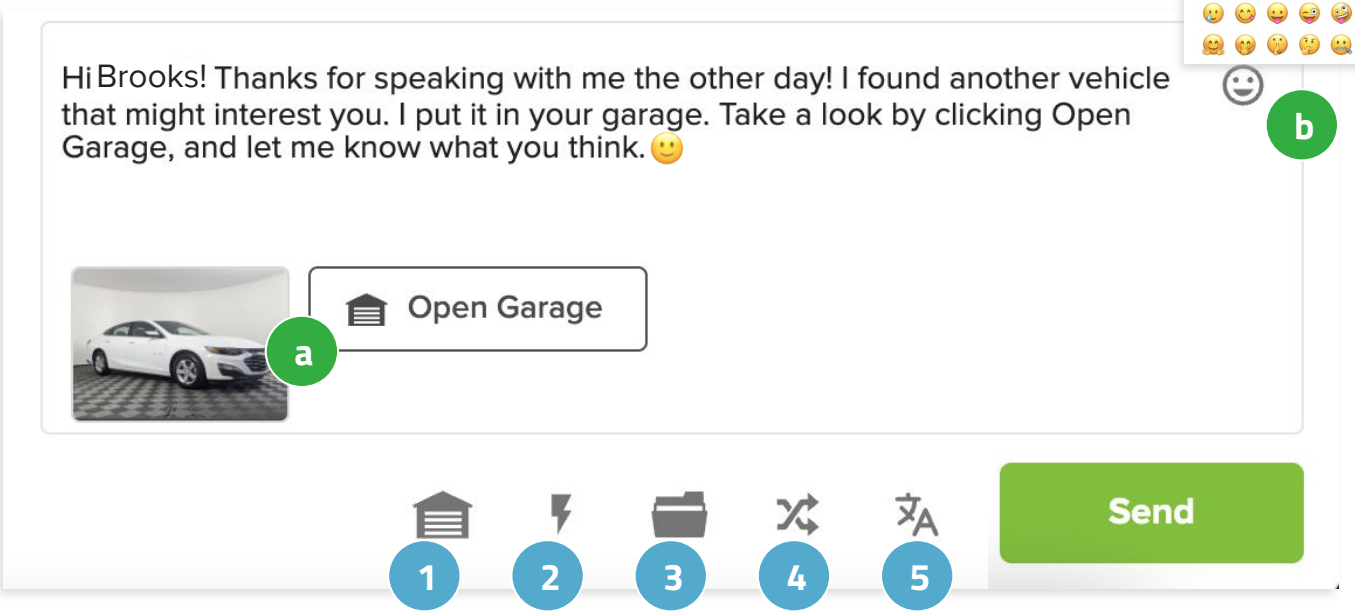
For example, promoting specials or when to transfer to a dealer agent.



AUTOMATIC

Conversations Tab
Conversations

Below the chat screen in Conversations, dealers will see the message box and other unique features to help connect with shoppers effectively. You can engage with your shoppers in more ways than one. Let's take a look at the options below:

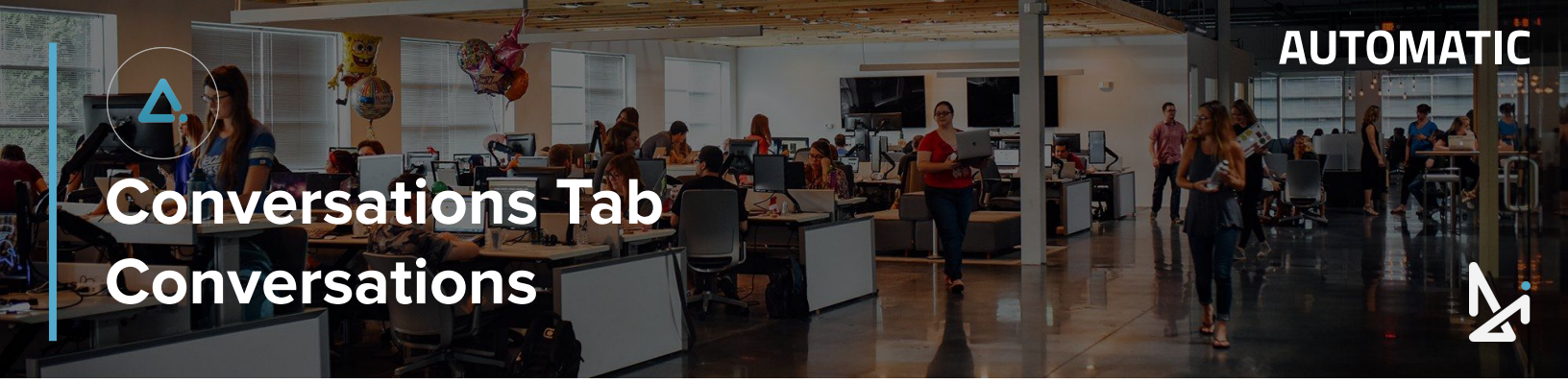


1. **Add Garage Link →** The garage icon generates the shopper's garage link into the text message field. Get them back into their garage through a chat to re-engage the shopper.
2. **Use Hotkeys →** Templated messages used to quickly respond to a chat.
3. **Attach Files →** Attach a file from your computer, for example a photo or a video.
4. **Transfer Chat →** Transfer a chat from your team to another department, like Service.
5. **Translate Chat →** Dealers and shoppers can communicate effectively even when speaking different languages!

Note the following:

- **a.** Attached files and the Garage Link will appear below the text
- **b.** Clicking the emoji icon, the list of emojis will appear in a window at the top right

When you are ready to send your message, click **Send**.



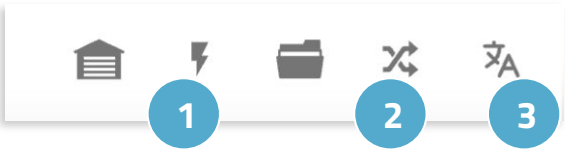
AUTOMATIC

Conversations Tab
Conversations

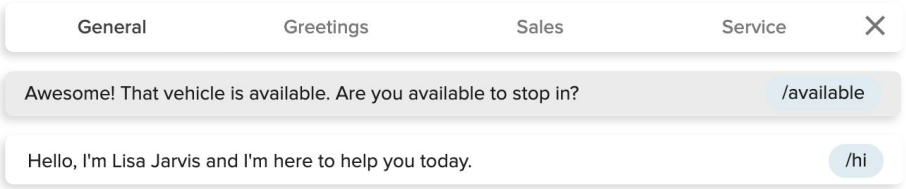
On the previous page you saw the Attaching Files and Adding Garage Link features in action. Let's go into a little more detail on using Hotkeys, Translate, and Transfer options.

Hotkeys

Hotkeys are templated messages used to ensure quick response-time and professional, fool-proof starters.



Start by typing **/available**, for example, in the text box. The message will populate in the box!

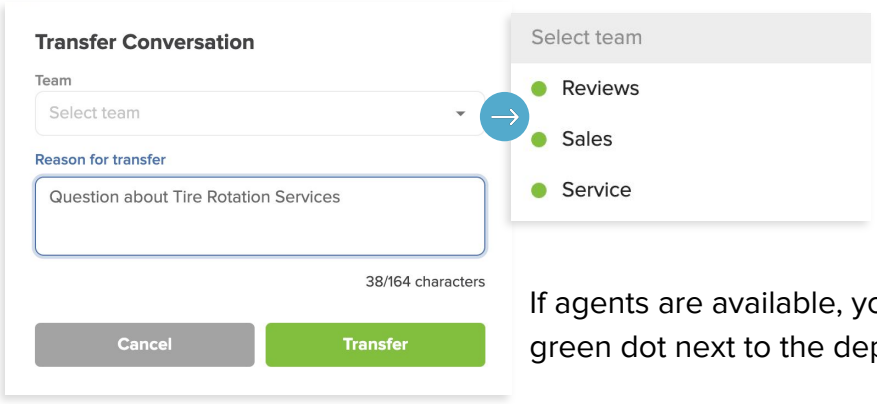


Click the Lightning icon to see the library of messages populate in a window above the text box.

If you already know the hotkey you'd like to use, you don't have to click the icon first. Type out the hotkey, like **/hi**, to send your message!

Transfer

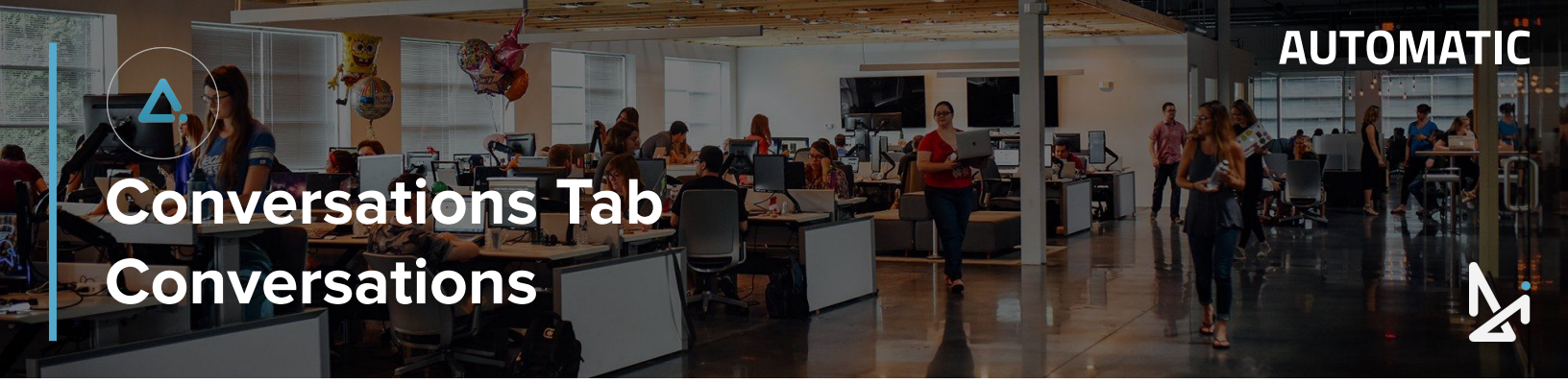
The transfer option allows you to send a chat to another department. The new chat will appear to the available agents to accept. Once accepted, you, the new agent, and the customer will be in the chat. If you close the chat on your end, it will continue for the customer and the new agent.



1. Select the correct Team to receive the chat
2. Add a Note for context
3. Click Transfer

If agents are available, you'll see a 🟢 green dot next to the department.

If agents are not, you'll see 🔴.



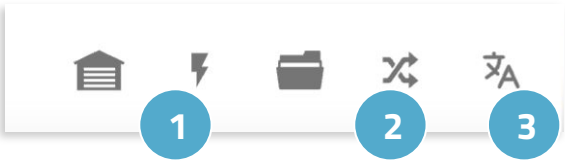
Conversations Tab
Conversations

Translate

Dealers and shoppers can communicate effectively even when speaking different languages!

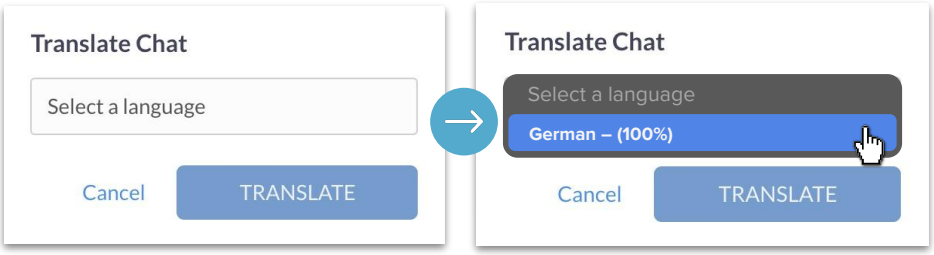
Let's say a shopper chats

Guten Morgen! Ich suche ein neues Auto. Was für EVs haben Sie?



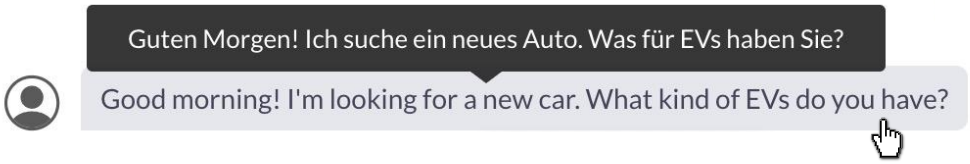
Use the Translate button:

1. Select language detected
2. Click Translate



This will translate the shopper's original message into a language for you to interpret, say in English. Then, will translate your message response that you write out in English, back to German (in this example), or to the receiver's language.

You can also hover your cursor over the translated text to see the original.



Home Screen Navigation
Customize My View

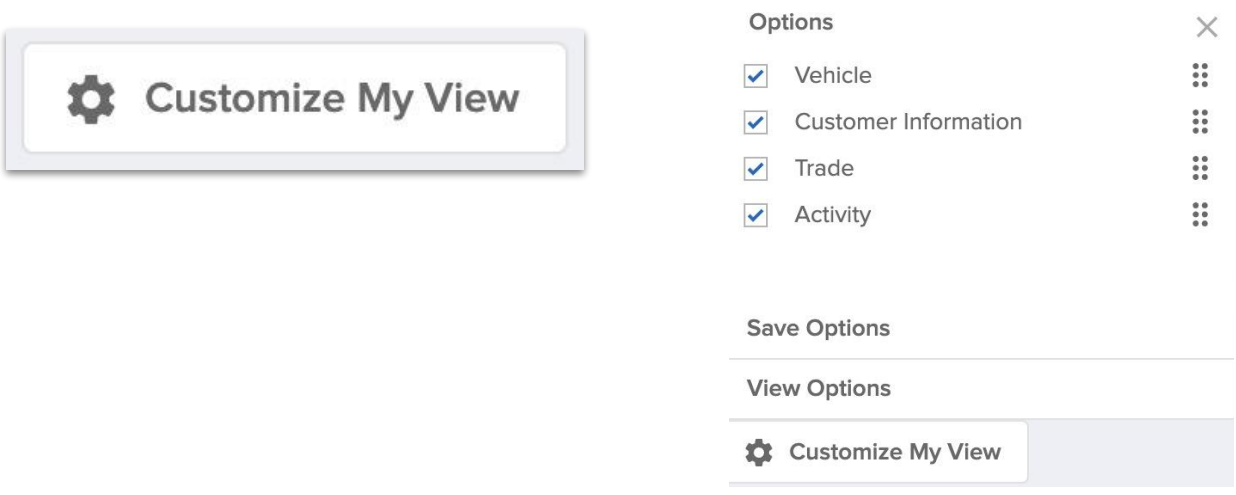
Joe wants to customize what he sees on the Deals screen so he only gets information most relevant to him. By customizing his view, he can set up different views for different occasions!

You have the ability to customize what you see on the Deals, or Main Screen.

The Deals Screen will default to show:

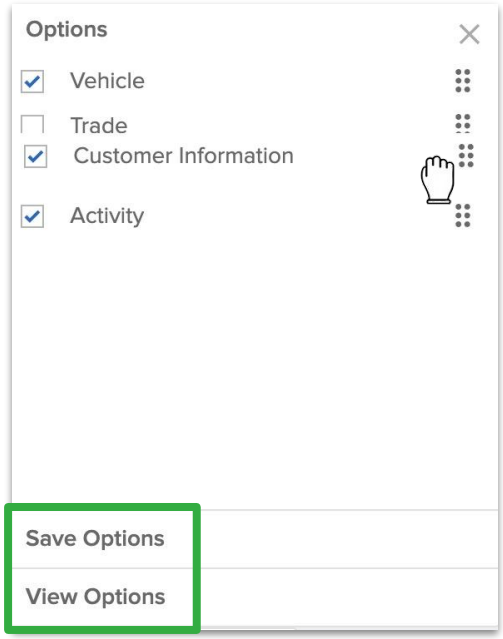
- Vehicle Image
- Customer Information
- Trade
- Activity

If you do not need to see all of this information, you can customize your view by scrolling down and clicking Customize My View in the bottom, left-hand corner of the screen.



Deals Customization

Home Screen Navigation
Customize My View



Deals Customization

You can rearrange the order in which the items appear on your screen by clicking six dots to the right and dragging the item into a new location.

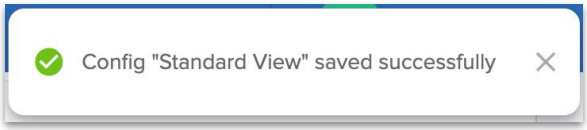
Uncheck the box for any details that you do not wish to see. This will get removed from the screen.

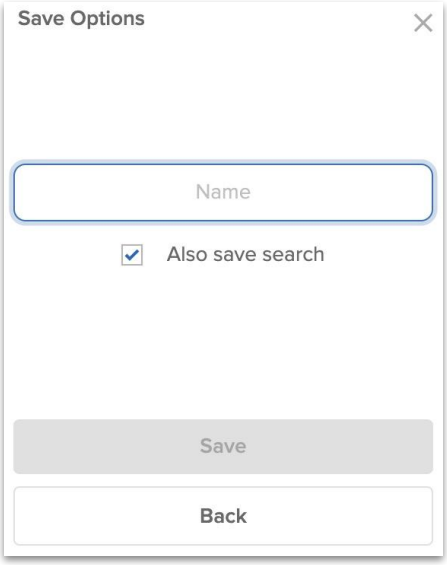
The Home Screen will update in real time and customize which details appear.

If you'd like this to be a permanent view

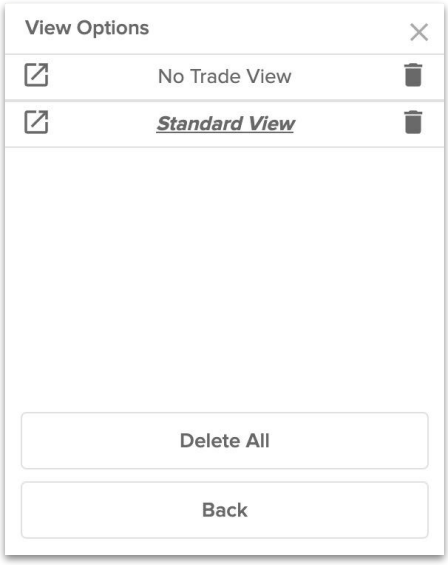
1. Click **Save Options**
2. Create a name for this view in the Name field
3. Click **Save**

You will see a notification in the top right corner if saved successfully.





Save Options

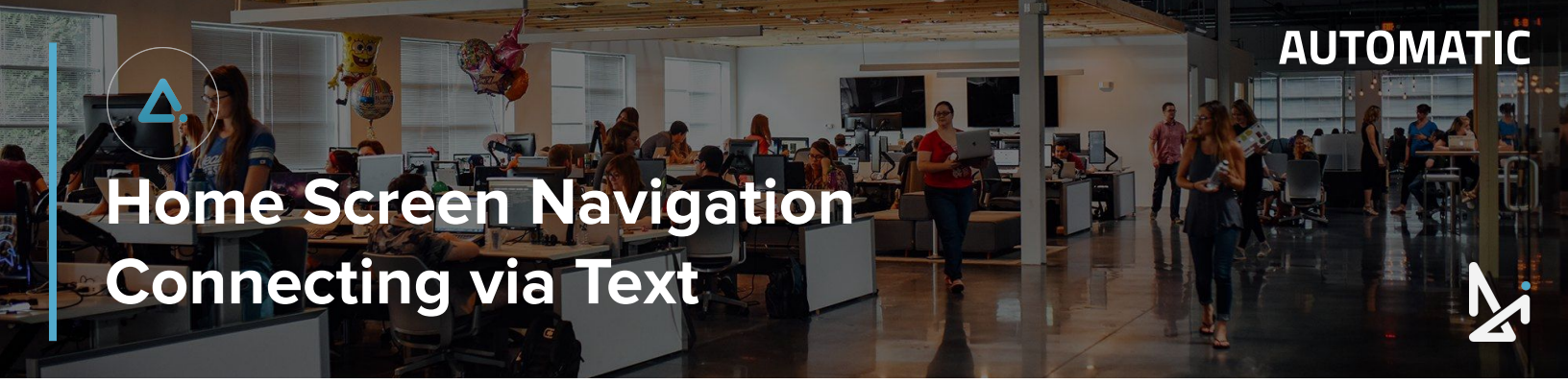


View Options

If you've created multiple list views you can select the one you want to see by clicking View Options.

As you create your unique list views, your list will appear here. And you can toggle between them in View Options.

Click the trash icon to delete a saved list view.



Home Screen Navigation
Connecting via Text

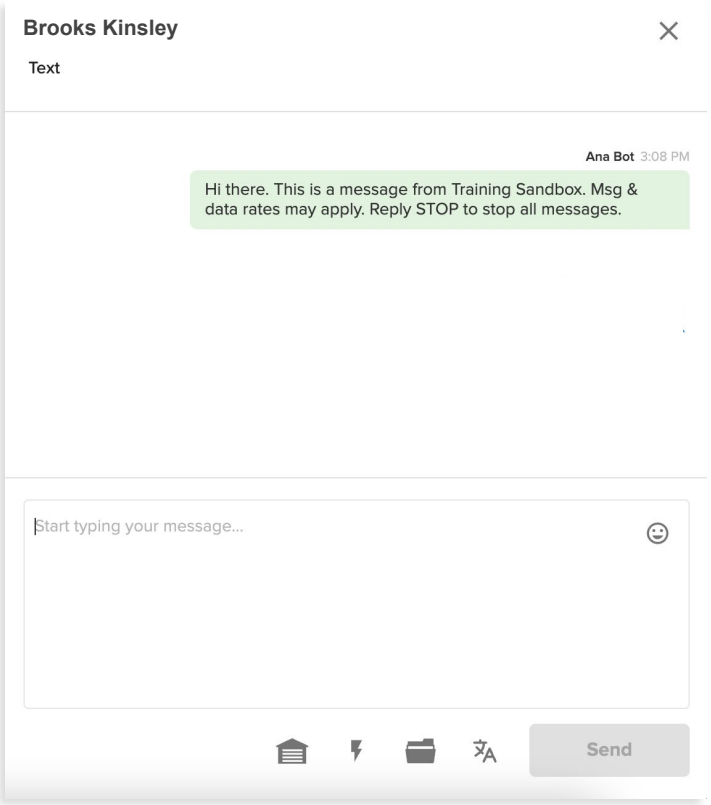
Joe needs to reach out to customers but doesn't want to flip back and forth from his phone to working the deal in Automatic. Not a problem! With Automatic's text feature, he can reach out to customers directly all without leaving the main screen!

Whether you are viewing all deals or are in someone's garage, you have the option to text customers within Automatic.

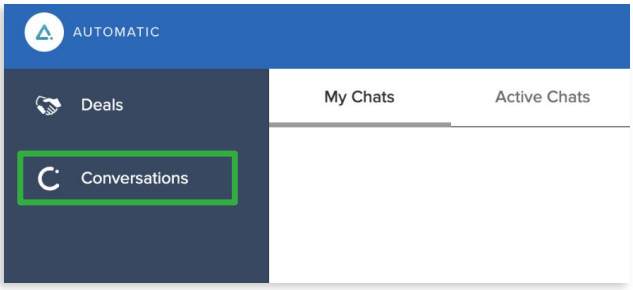
Click the **message icon** within the row of the customer that you'd like to contact.

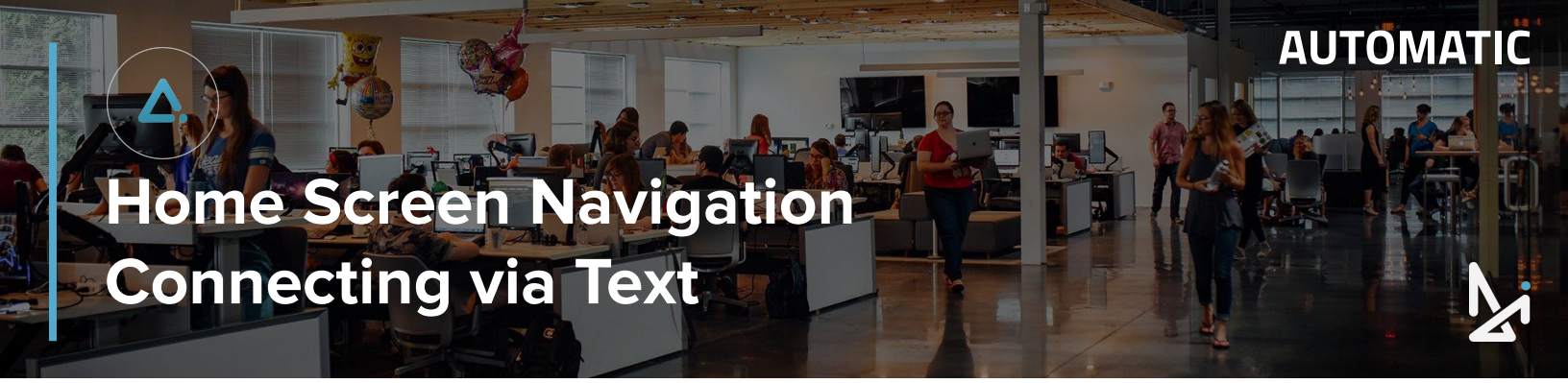
A window will populate on the right side showing a Text screen, allowing you to initiate a conversation with a shopper straight to their mobile phone, if their number is saved to their profile.

Note: If you do not have Conversations, you'll notice the Hotkey Lightning Icon will be grayed out and unclickable.



If you do have Conversations, you can also find the text conversation in **Active Chats** in the **Conversations** tab.





AUTOMATIC

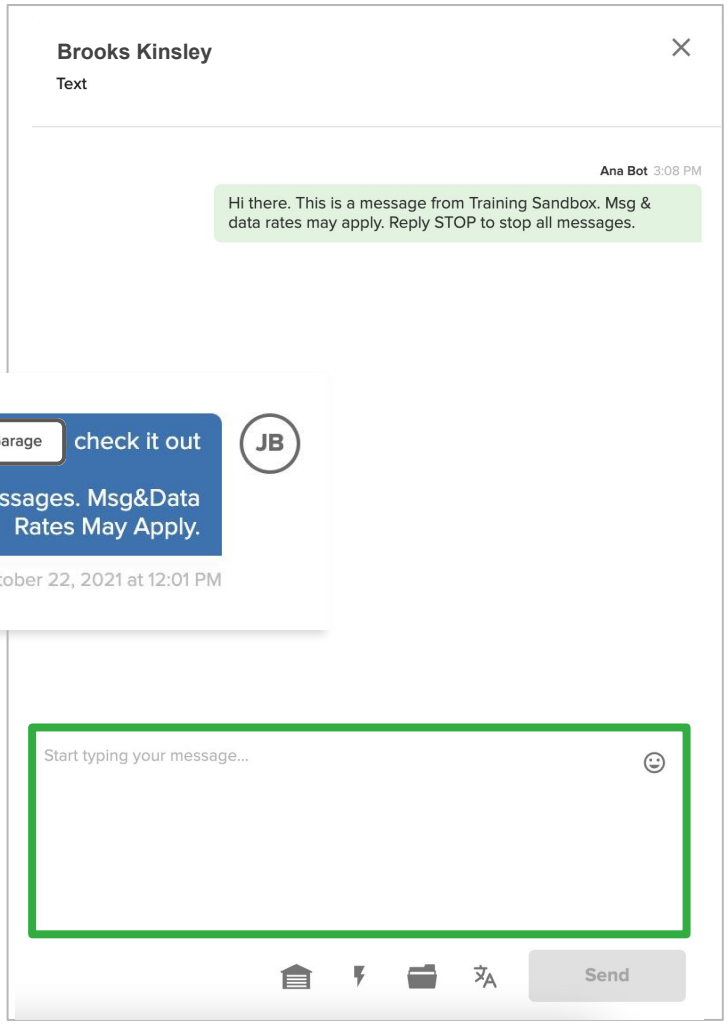
Home Screen Navigation
Connecting via Text

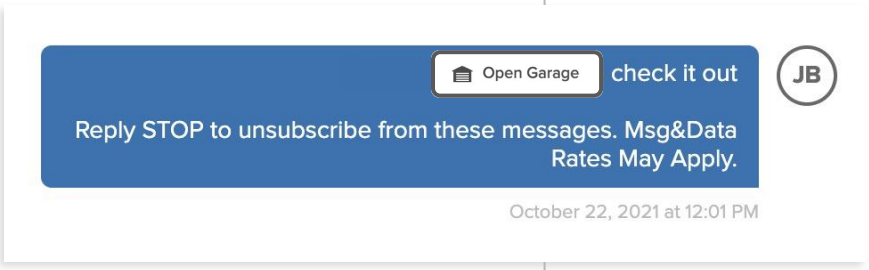
Joe is looking to reach out to customers who have recently re-engaged with their garages. He knows that his customers are more likely to respond to text message, so he needs to learn more about how to engage customers via SMS through Automatic!

How to Send a Text

Clicking the message box by the customer's name. It will open up the Text window, where you can begin your new text thread.

- Click in the text box below to draft your first text message
- When you first greet your shopper, they will have the option to opt out of the text message conversation by replying STOP.



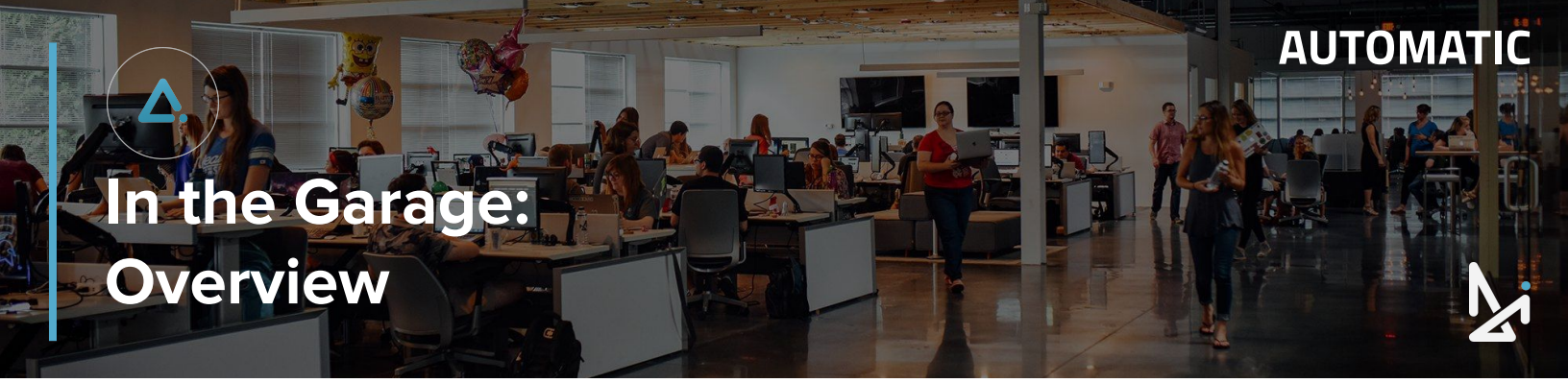


Best Practice

Been a few days since recent activity?

Consider adding a new vehicle in that customer's garage. Then send a text with the garage link to get that shopper right back into the car buying process!

This is a Conversations feature. If this icon is unclickable, please contact sales@dealerinspire.com.



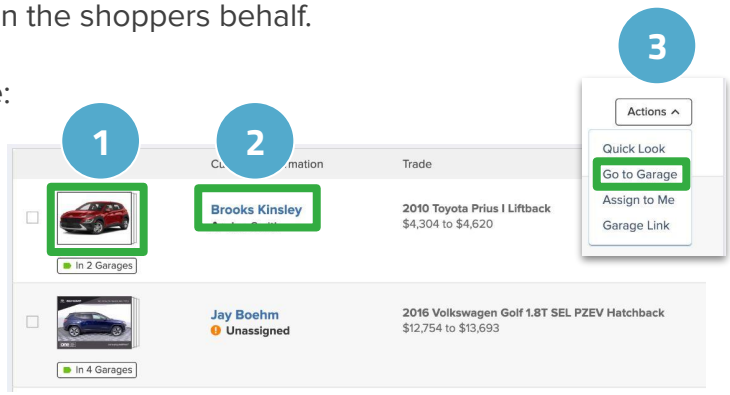
In the Garage: Overview

Joe has access to view and edit a shopper's garage. This will help Joe efficiently update the customer's contact information, or even add inventory to their garage based on what their garage looks like!

The Online Shopper Garage and the Garage in Automatic are two different sides of the same coin. You'll notice that the same vehicles are in both garages. This allows for engagement and instant communication regarding the updates you make on the shoppers behalf.

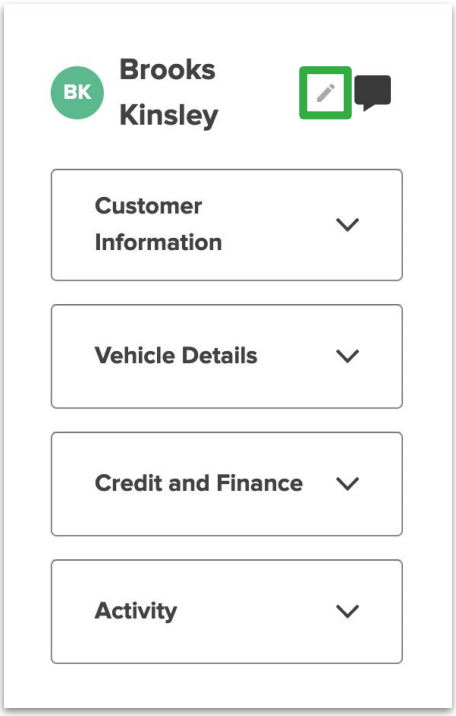
There are three ways to enter a customer's garage:

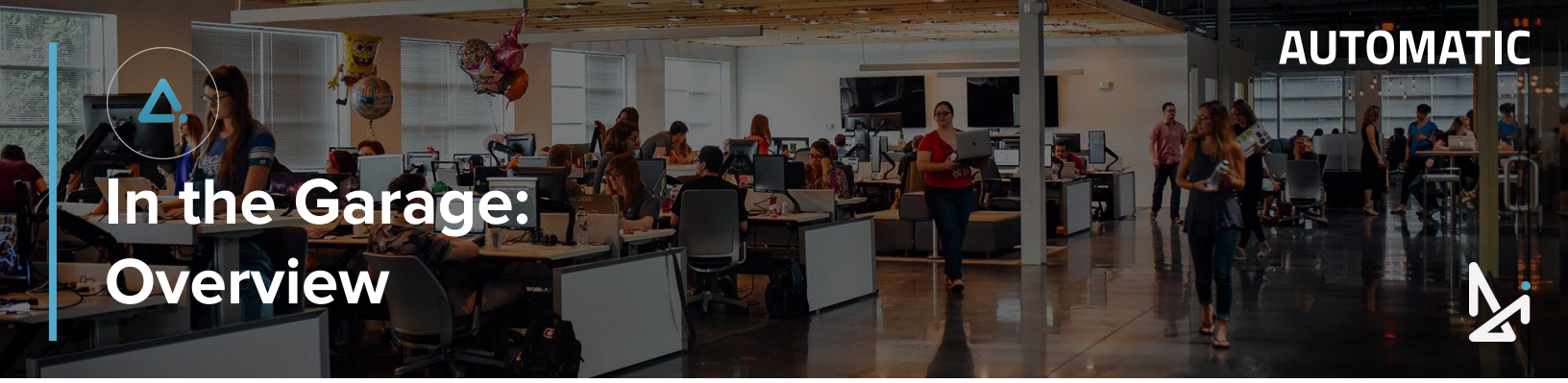
1. Click on the **vehicle's image**
2. Click on the **customer's name** in Automatic
3. Click **Actions** > **Go to Garage**



Once you've entered the garage, you will have access to a summary of the customer:

- First/Last Name
- Customer Information, which includes editable fields for:
  - Email
  - Phone Number
  - Address
- Vehicle Details, where applicable
- Credit score, where applicable





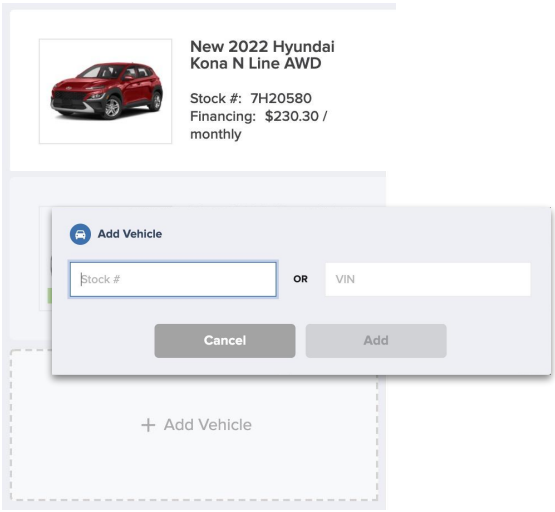
In the Garage: Overview

You can see vehicles, add a new vehicle and explore other details within the shopper's garage.

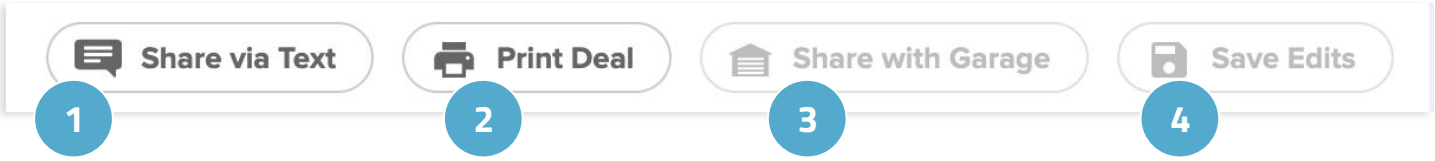
See the specific vehicles they have saved in their garage.

Click **+ Add Vehicle** to add a vehicle by VIN or Stock Number to the customer's garage.

Then select **Add**.



Top Navigation in the Garage



At the top right of the customer's garage, you'll see options to:

1. **Share via Text**
   Populates an Open Garage CTA in the text box to send to the shopper

2. **Print the Deal**
   Opens a list of the vehicle's deal in a new tab, breaking down relevant information for that specific deal.

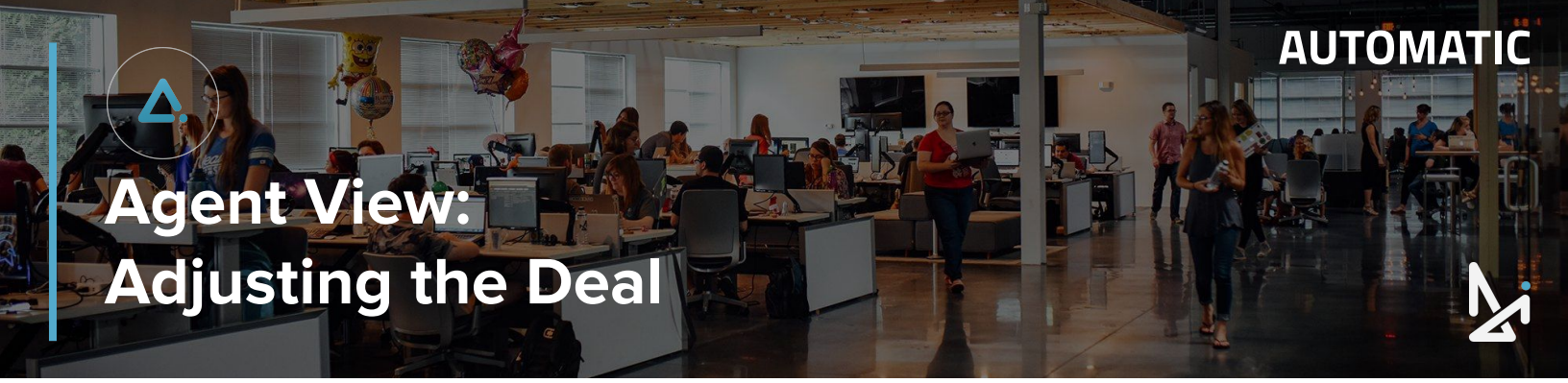
3. **Share with Garage**

4. **Save Edits or Changes**
   Sharing with Garage or Saving Edits will notify the shopper of the changes you've made to their deal.

Note: if numbers 3 and 4 are grayed out (as shown above) it simply means no changes have been made yet.

Best Practice

If you notice a trend of vehicles that the customer is selecting, add another and send a Text with the Garage link to re-engage the shopper! Call their interest to the newest changes you've made!



AUTOMATIC

Agent View: Adjusting the Deal

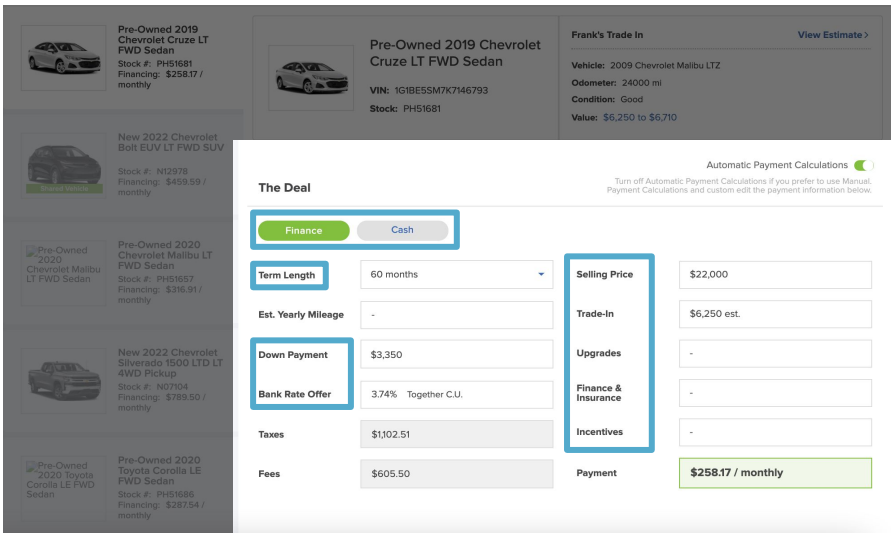
As an Agent, Joe can modify anything in the garage that your shopper also has access to edit, like contact information, or even adding vehicles. As mentioned on the page prior, Joe has the ability to add a vehicle in the customer's garage based on their interests.

Adjusting the deals means you can change details within a vehicle in the garage.

Adjust:

- From Finance, Lease, or Cash
- Preset Term Length

  24, 36, 48 months, for example
- Down Payment
- Bank Rate Offer
- Selling price*
- Upgrades
- Finance and Insurance
- Incentives



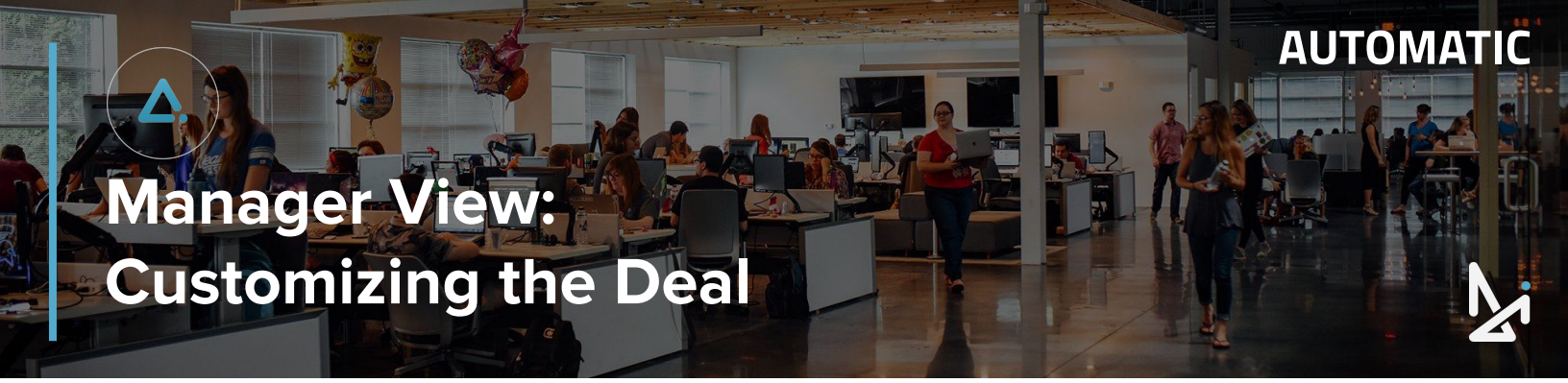
Certain details are adjustable by certain roles. For example, Selling Price is only editable by managers if Automatic Payment Calculations is toggled off, but we do not recommend adjusting this.

Important Note

When these fields are adjusted, they will affect and update the final payment box.

Best Practice

Work the deal and re-engage the customer with any changes that you have made! This should be a collaborative experience!



Manager View: Customizing the Deal

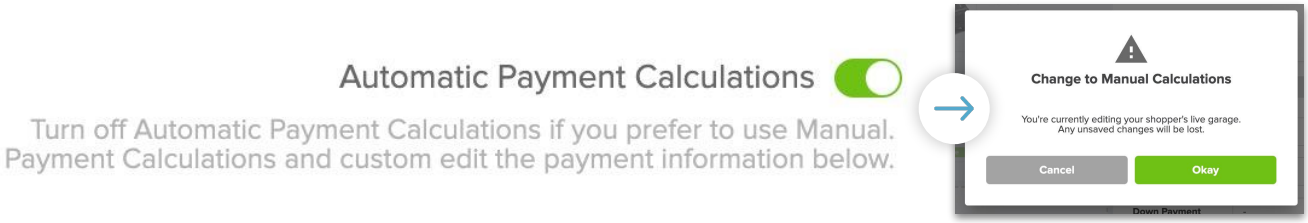
Since Joe is a Manager in Automatic, Joe will have all the abilities that the Agent view has, plus more! As a Manager, Joe will have the power to toggle off Automatic Payment Calculation to work the deal in Manual Mode.

Only Managers have the ability to toggle back and forth between **Automatic Payment Calculation** and **Manual Mode**.

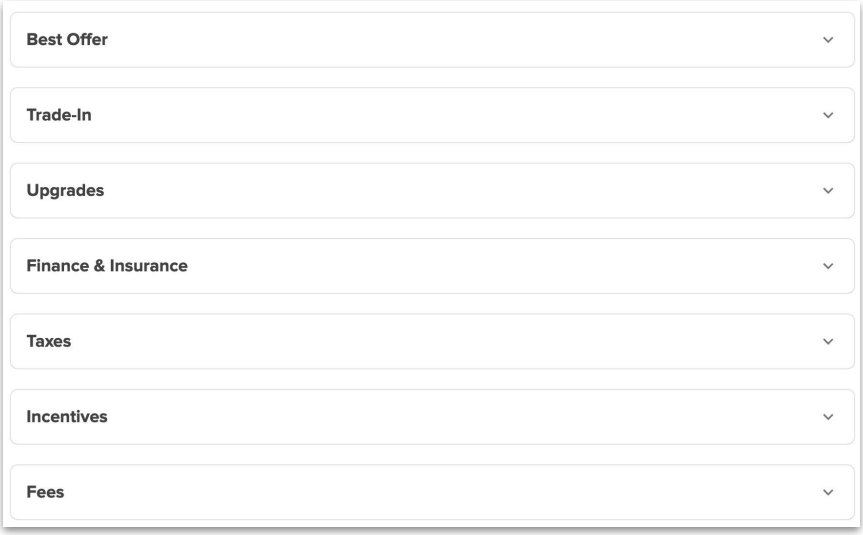
Managers can cross-reference against the desking tool to make each payment penny perfect.

To Customize the Deal as a Manager

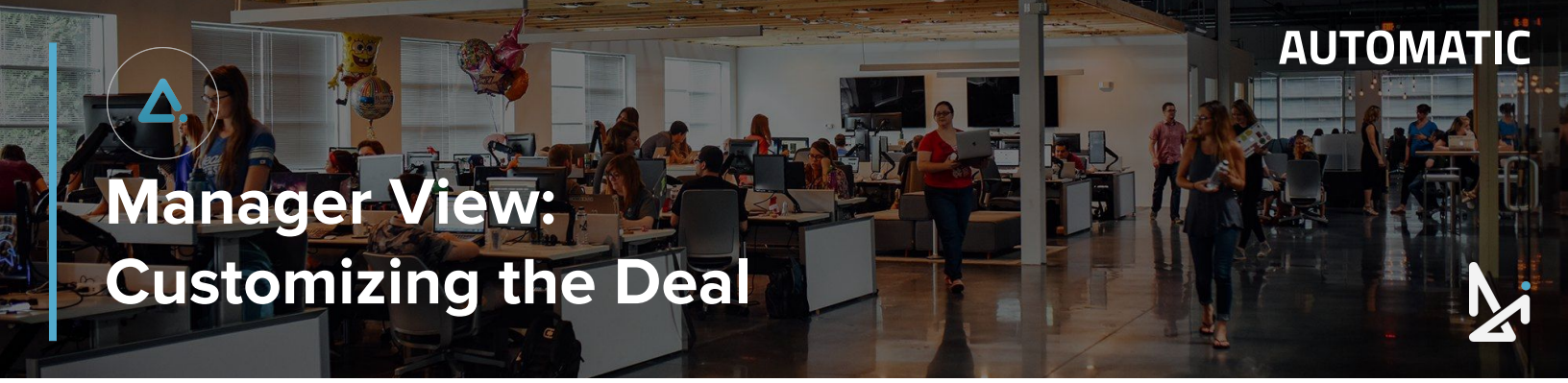
1. Switch the toggle next to **Automatic Payment Calculations**
2. Select **Okay**



3. You will see the following fields show up below:
   a. Best Offer
   b. Trade-In
   c. Upgrades
   d. Finance & Insurance
   e. Taxes
   f. Incentives
   g. Fees



Click the drop-down arrow next to each section to expand and customize as a Manager.



Manager View: Customizing the Deal

Best Offer

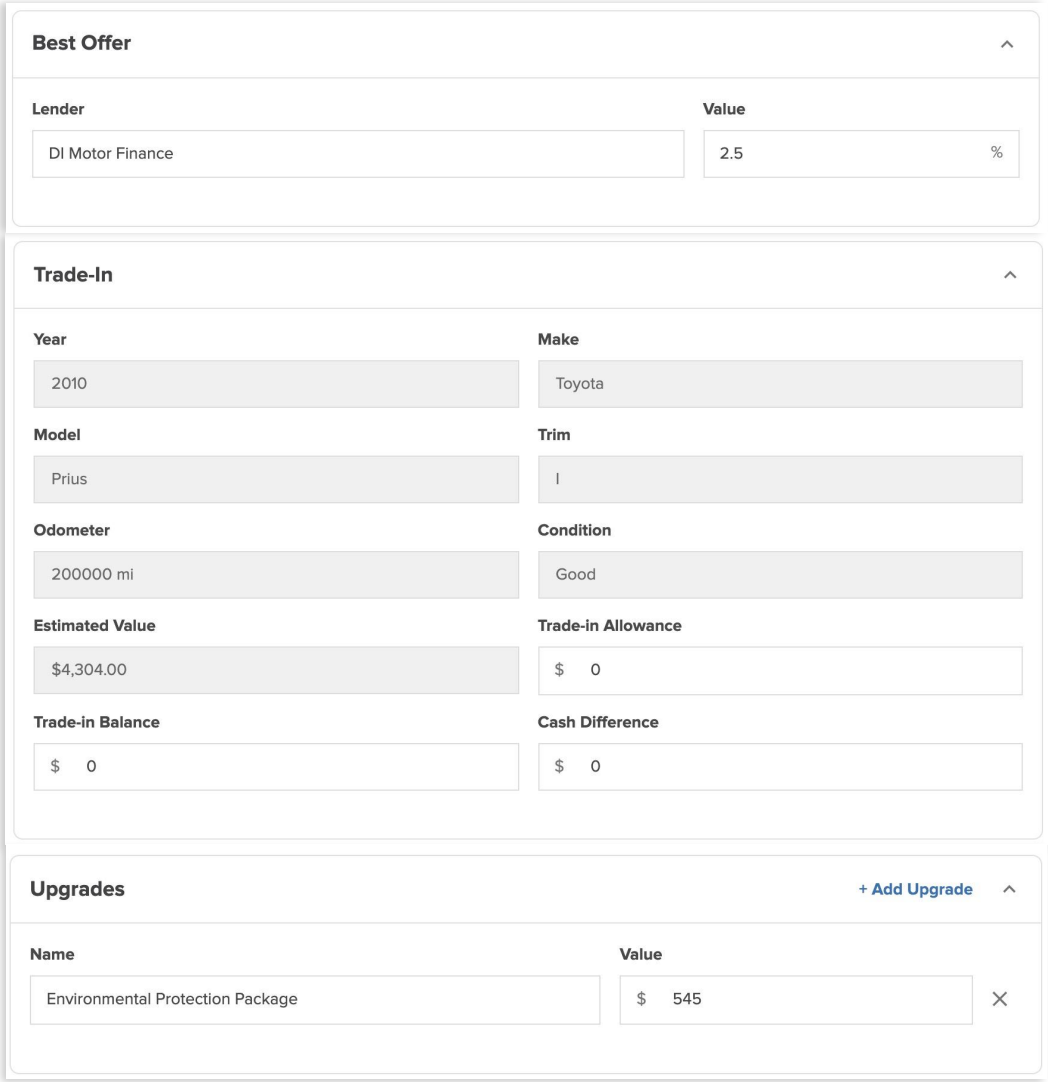
- Adjust the lender and the percentage value

Trade In

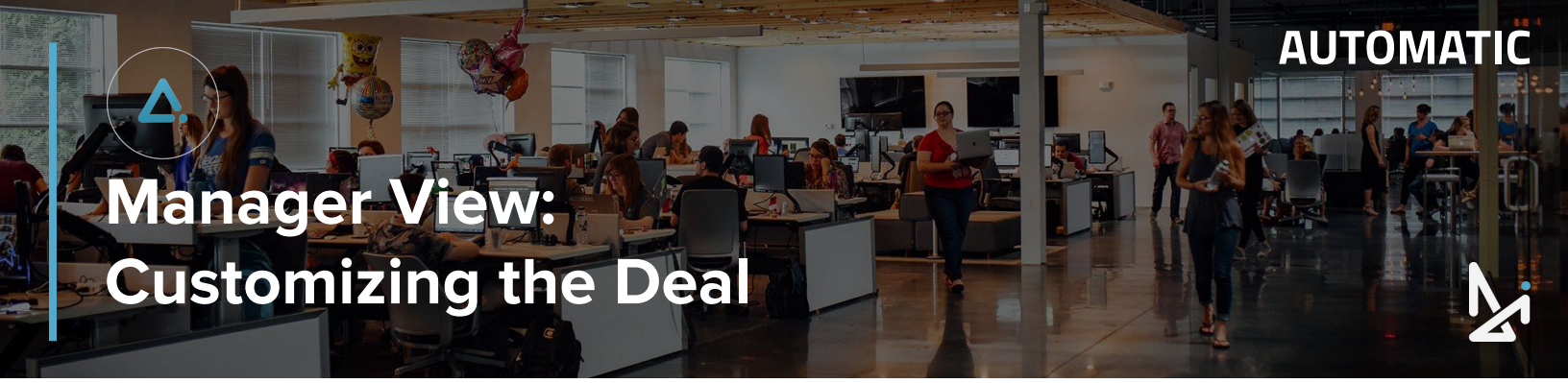
- Change the trade-in balance, trade-in allowance, and the cash difference

Upgrade

- Add new by clicking + Add Upgrade
- Add an upgrade by typing the name of the applicable accessory, and enter the price accordingly



Note that if you are in Lease or Cash, it will change what you may be able to customize.



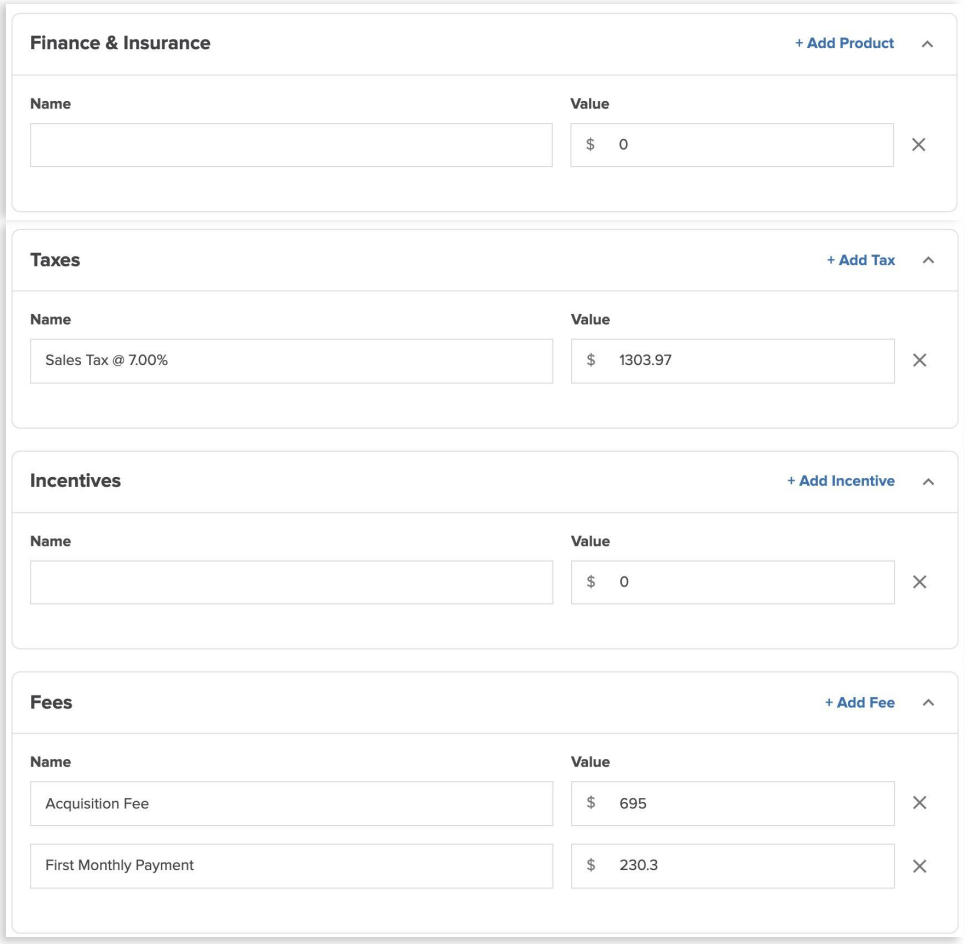
Manager View: Customizing the Deal

Finance & Insurance

- Add new by clicking + Add Product
- Adjust or add any finance or insurance options, like extended warranty, gap coverage, or service packages

Tax

- Taxes should not be adjusted and will pull in automatically based on the customer's zip code.
- Update Customer Information rather than updating the Tax field.



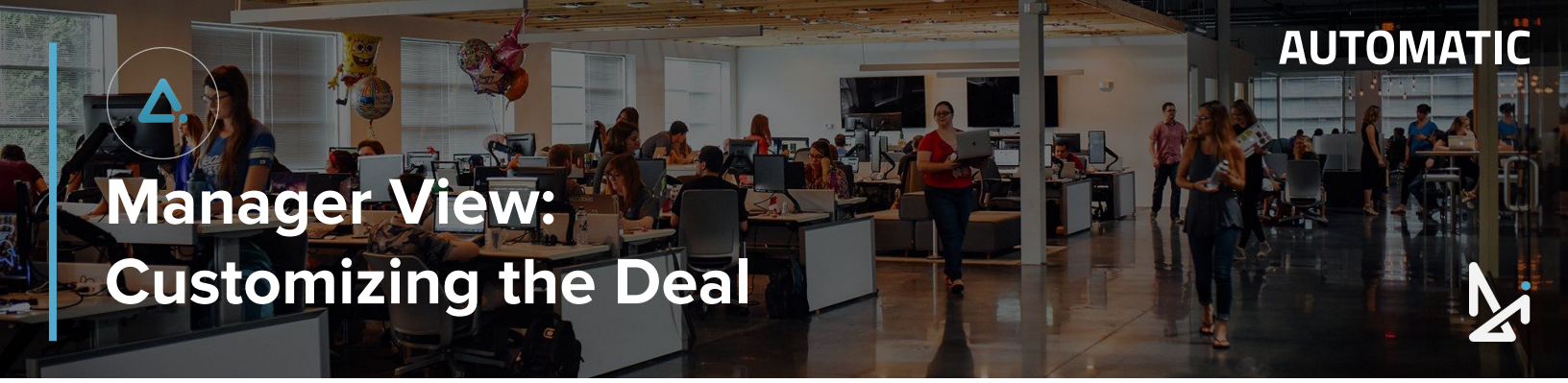
Incentives

- Add new by clicking + Add Incentive
- Give your incentive a name and value; *Example*: Recent Grad Incentive

Fees

- Add new by clicking + Add Fee
- Fees associated with your dealership should automatically sync with Online Shopper already
- Make changes to an existing fee

Note that if you are in Lease or Cash, it will change what you may be able to customize.



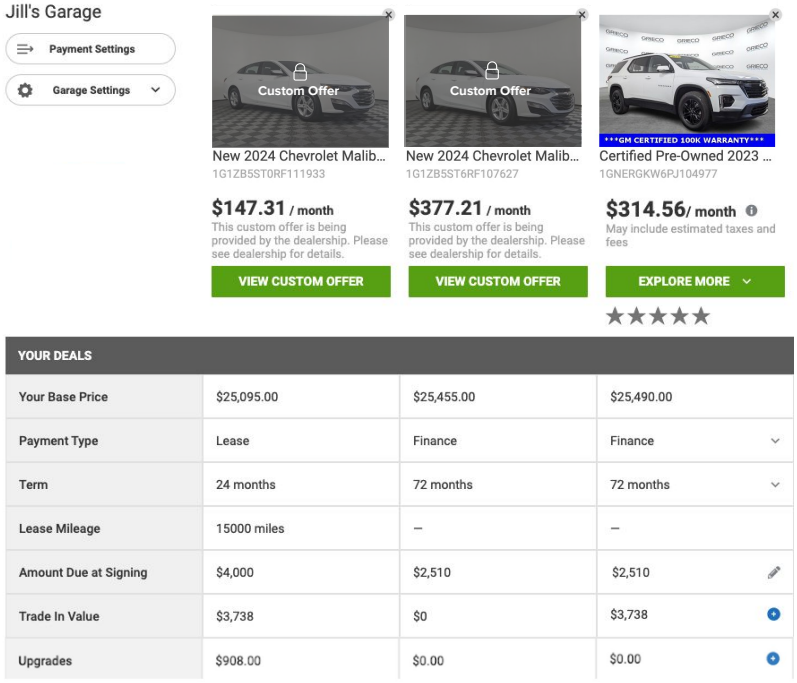
AUTOMATIC

Manager View: Customizing the Deal

Don't Forget

Share with Garage | Save Edits

- When making manual edits, save your changes by clicking **Save Edits/Share with Garage**
- This will push the custom offer directly to your shopper
- Also note: Sending a custom offer locks the shopper out of editing that vehicle within their garage. They will see a CTA that says **View My Custom Offer**



YOUR DEALS			
Your Base Price	$25,095.00	$25,455.00	$25,490.00
Payment Type	Lease	Finance	Finance
Term	24 months	72 months	72 months
Lease Mileage	15000 miles	–	–
Amount Due at Signing	$4,000	$2,510	$2,510
Trade In Value	$3,738	$0	$3,738
Upgrades	$908.00	$0.00	$0.00

If you toggle back to the Automatic Payment Calculations:

- It will revert back to the original, default numbers
- The customer will then be able to adjust the fields on their end

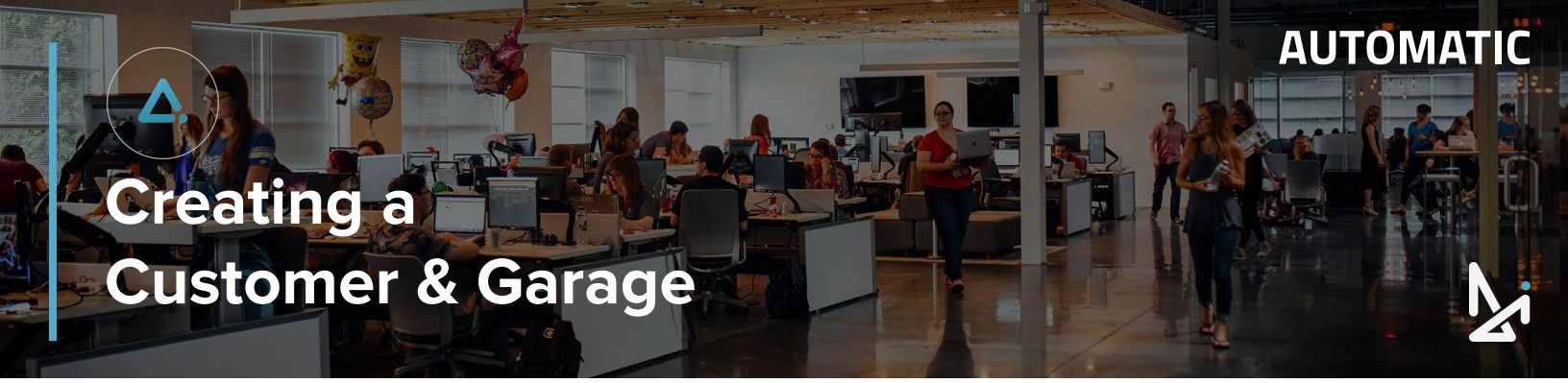
How-To Summary

1. Switch off Automatic Payment Calculations
2. Make adjustments to the deal
3. Click Save Edits
4. Reach out to shopper!

Best Practice

Next month's incentives populate automatically on unlocked garages - not on custom offers.

We recommend working with your team to set a time, like the end of the month, to go through and unlock those custom offers.



Creating a Customer & Garage

Joe just got a call from a customer interested in buying a vehicle. Joe can capture the lead in Automatic by creating a customer and even create a garage for that customer. This way, he can share the garage information with the customer and work collaboratively with them in selecting the vehicle that is right for them!

To Create a Customer and a Garage

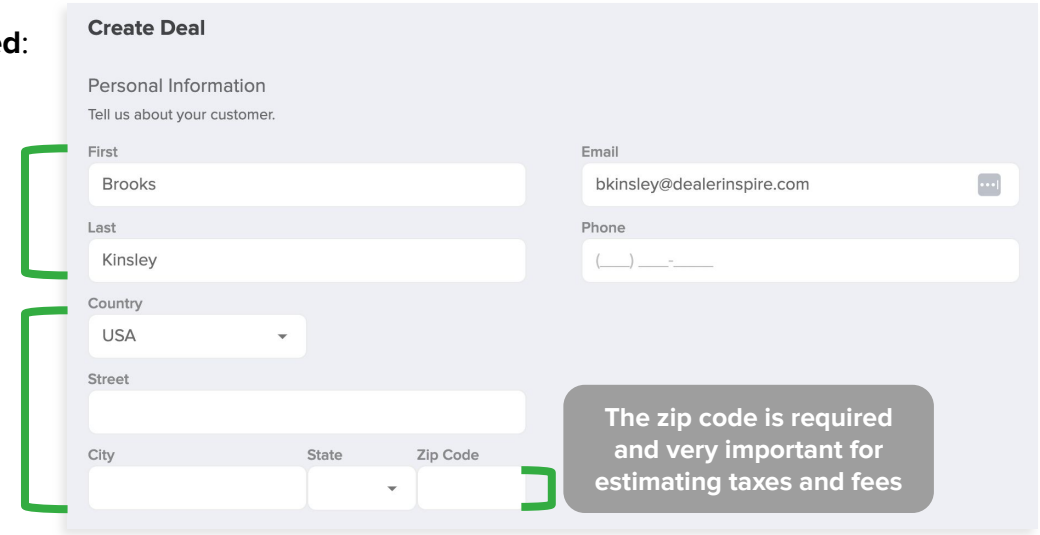
1. Click **Add Deal**
2. Fill out the Customer Information
3. Click **Save**

The following fields are **required**:

a. First Name
b. Last Name
c. Email or
d. Phone
e. Zip Code

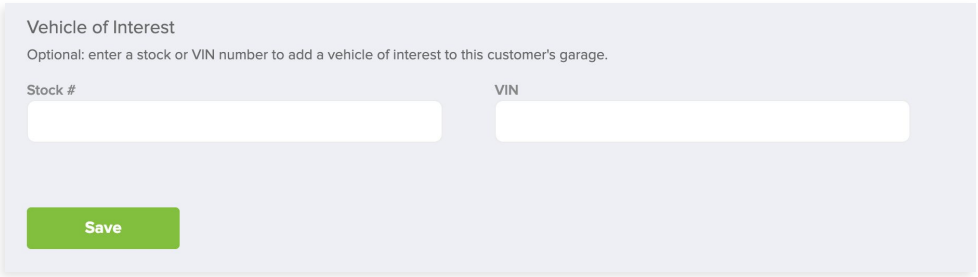
You may also choose to fill out:

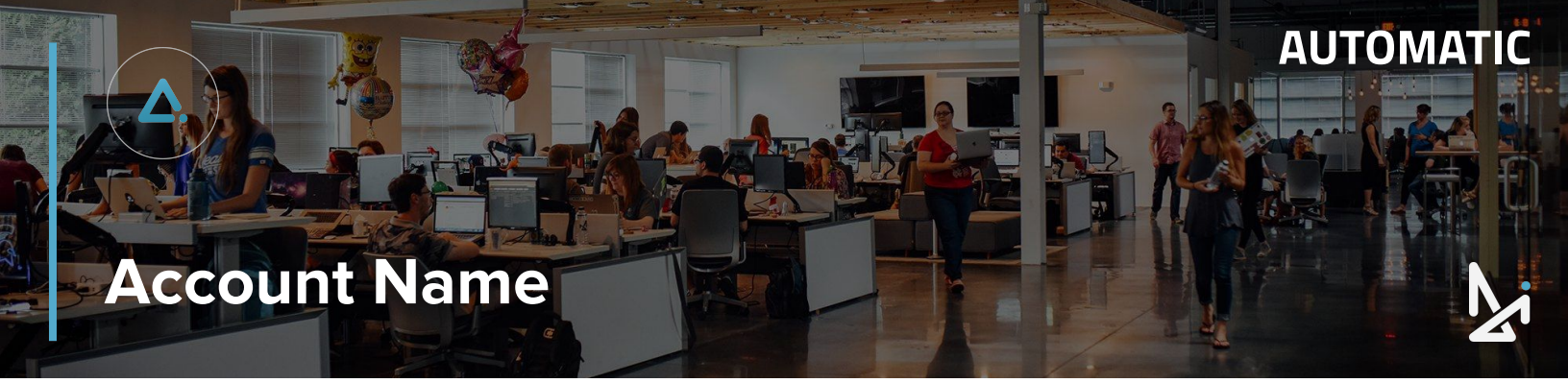
f. Country
g. Street
h. City
i. State



Next, you have the option to add a vehicle directly to the shopper's garage by adding a:

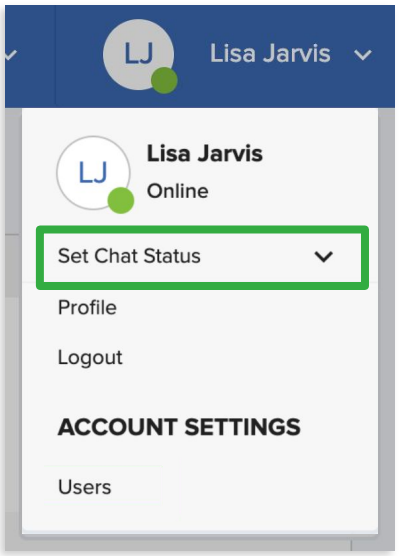
4. Stock Number or
5. VIN
6. Click Save





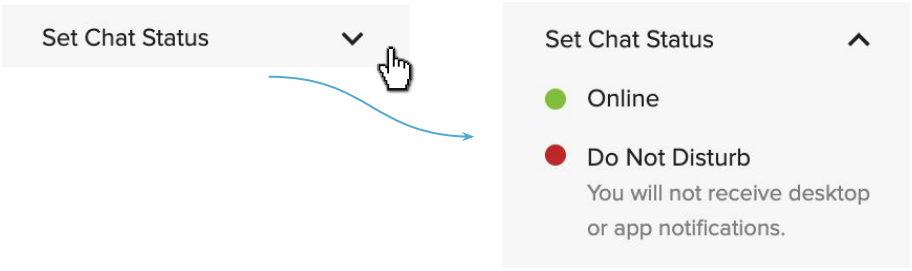
Account Name

As a dealer, you may want to review that your profile information is accurate. Navigate to your Name and access your Profile to adjust chat status, profile settings, and more.



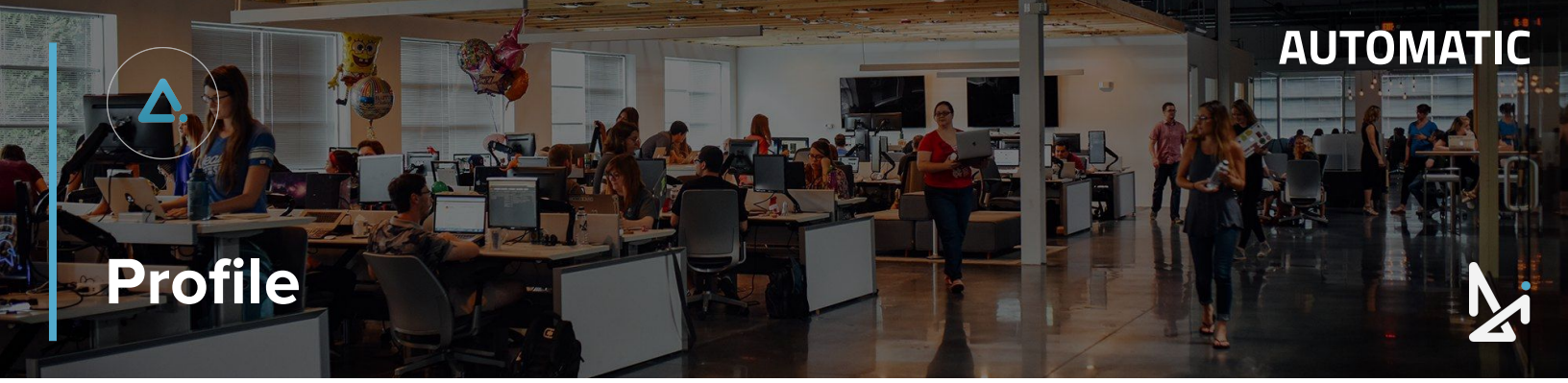
Setting Your Chat Status

1. Click your name in the top right-hand corner of the screen
2. Select **Set Chat Status**
3. Set your status to **Active** or **Do Not Disturb**



If you have Conversations within Automatic, you'll see either a green or red dot associated with your account name at the top right of your screen.

This is your chat status signifying if you are **Active**, or available to accept new chats that come through, or set to **Do Not Disturb**, where chats will not come through, and will instead ping an active team member.

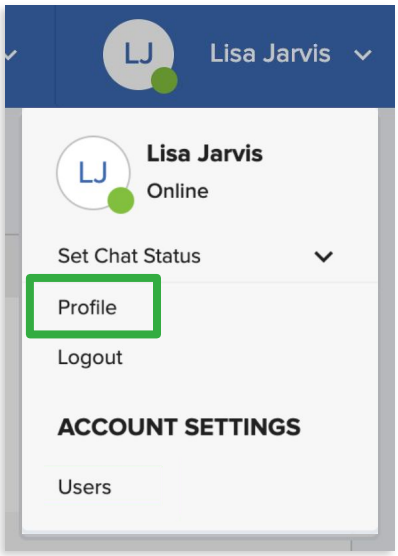


Profile

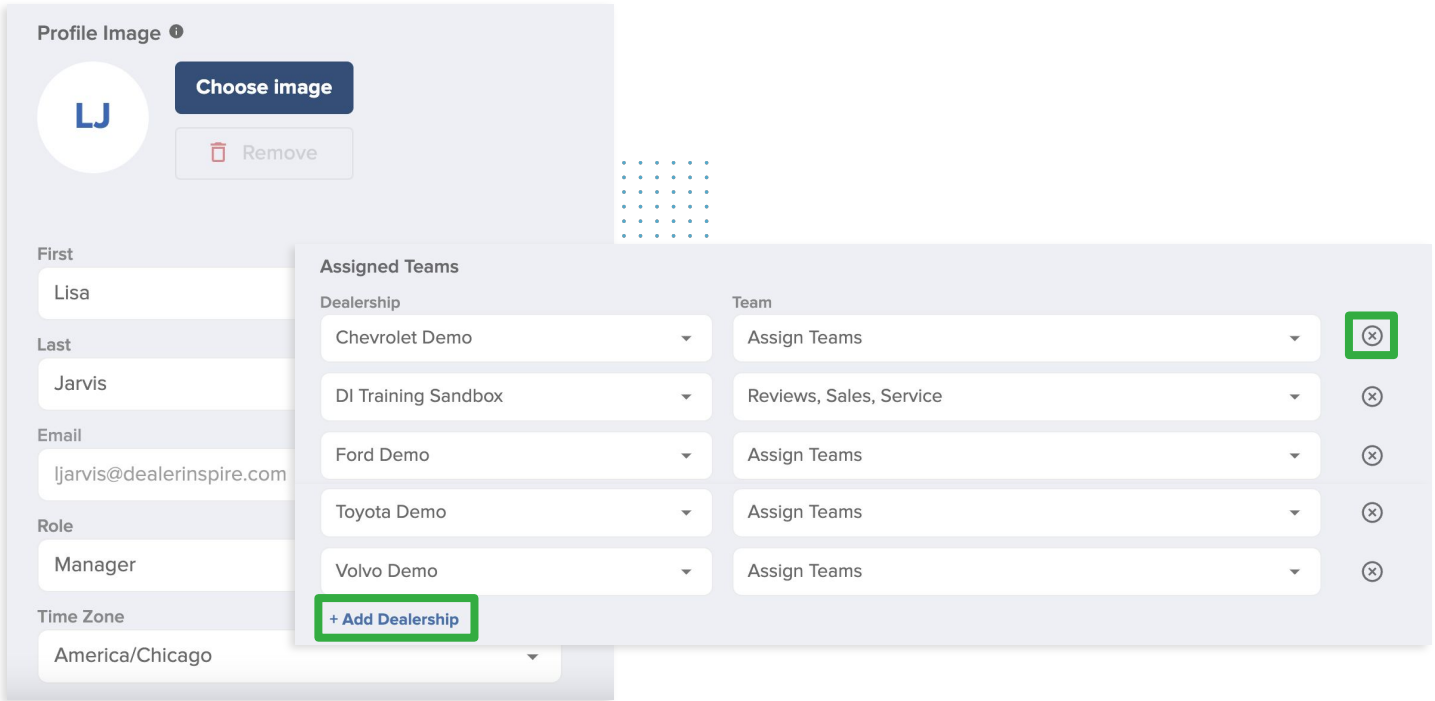
To Update Your Profile

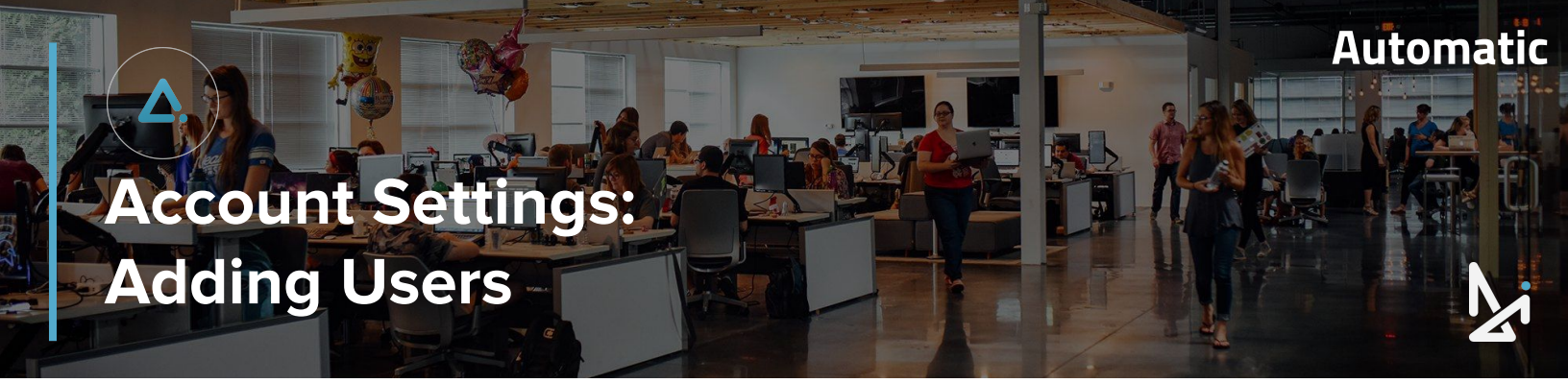
1. Click your name in the top right-hand corner of the screen
2. Choose Profile
3. Update:
   a. Profile Picture
   b. First and Last Name
   c. Role
   d. Timezone
   e. Assigned Teams and Dealerships
4. Save your changes

Email addresses can be updated through Support by emailing onlineshoppersupport@dealerinspire.com.



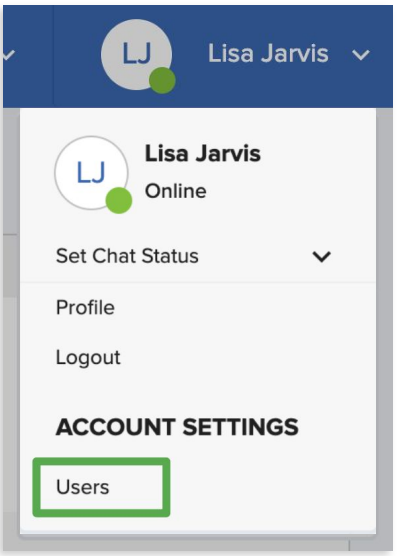
You can also choose to logout by clicking Logout.





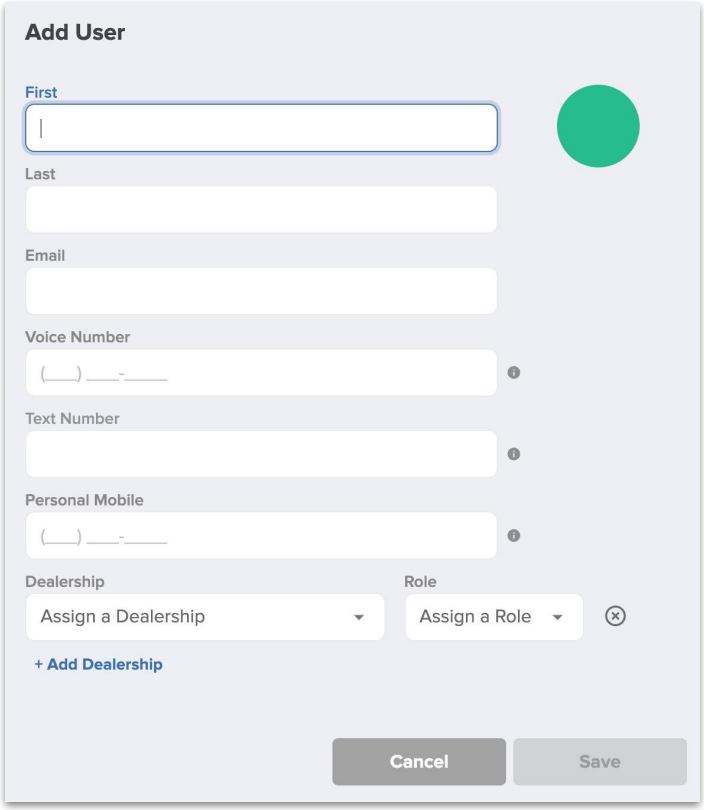
Account Settings: Adding Users

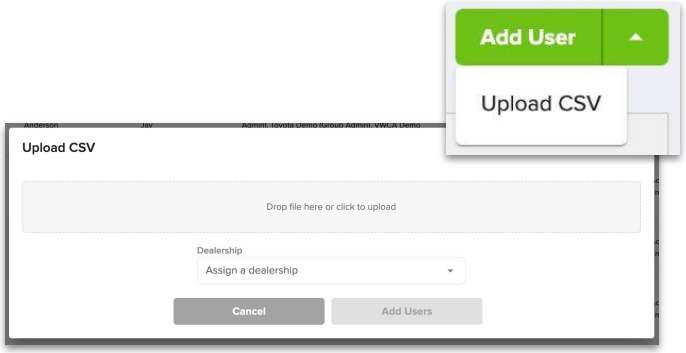
Joe recently hired some new employees to his dealership. He needs to create new users to be able to work the leads that are coming in to Automatic.



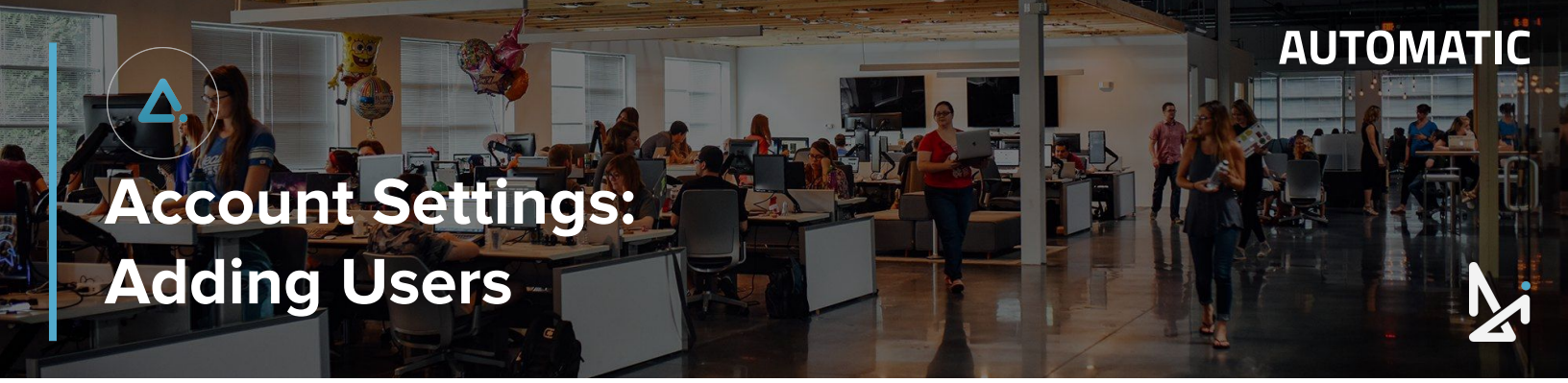
To Add a New User:

1. Click on your **name** in the top right corner of the screen
2. Click **Users**
3. Click **Add User**
4. Fill out the appropriate information (First/Last Name, Email, Dealership, and Role)
5. Click **Save**





Note that you can choose the drop-down arrow to Upload a CSV

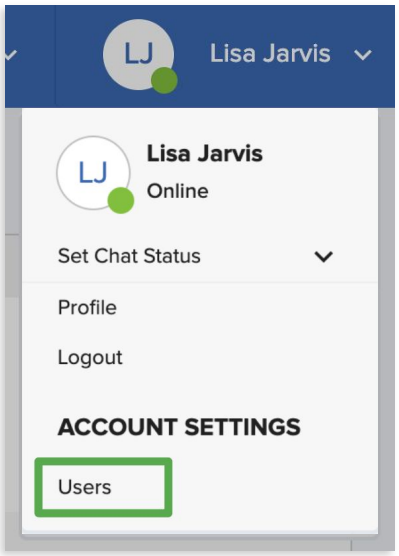


Account Settings: Adding Users

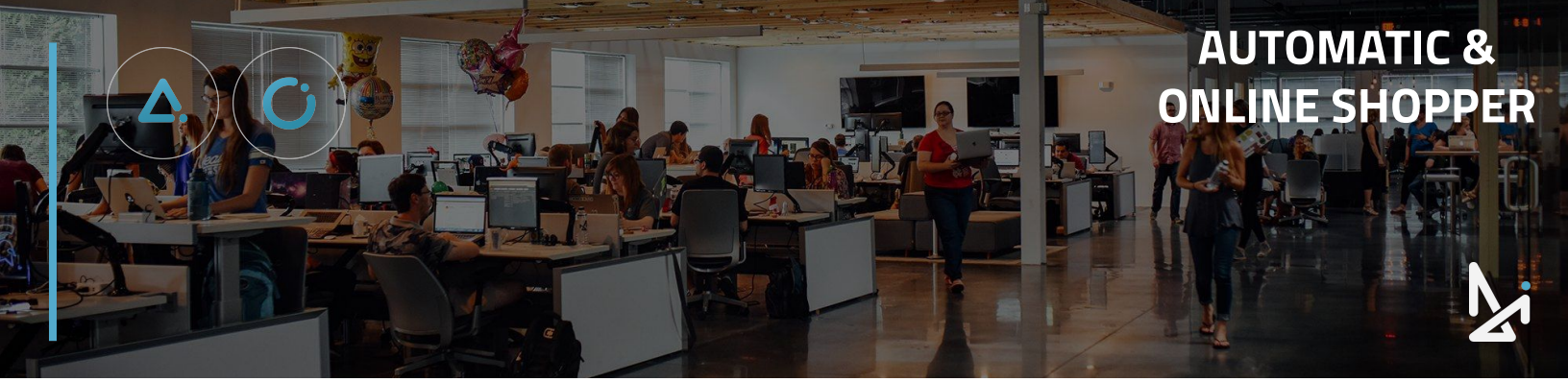
User Roles

- User roles are selected when a user is created
- Regardless of role type, users can see deals in Automatic
- The user role determines which deals they can view, and what additional capabilities they have in Automatic
- Users can create new roles that are at an equal or lesser level

Managers can make another Manager or Agent, but an Agent cannot make a Manager.



	PreQual User	Agent	Manager
Viewing Deals in Automatic	✓	✓	✓
Click into Credit Applications	✓	✓	✓
Add New Users		✓	✓
Connect with Customers		✓	✓
Assign / Unassign Yourself a Deal		✓	✓
Assign /Unassign Deals to Others			✓
Automatic Payment Calculations			✓
Manual Override Features			✓



AUTOMATIC & ONLINE SHOPPER

CONGRATULATIONS! ✨

Joe has all he needs to understand the customer journey through Online Shopper!

He can also work the deal by logging into Automatic. He knows how to customize deals, create customers and garages, re-engage shoppers in the car buying process, and collaborate with customers!

LEARN MORE!

Learn about Modern Retail

Have Conversations and Online Shopper?

Check out our live workshop on Modern Retailing!

Register for it by clicking here

Learn about Prizm

Prizm is our proprietary reporting platform to give you all of your reporting in one easy to navigate system.

Check out our Prizm Training Guide, located in Training Camp

Reach a Coach

Have a question or looking for additional resources or training?

Reach out to a Coach!

Email us at trainers@dealerinspire.com