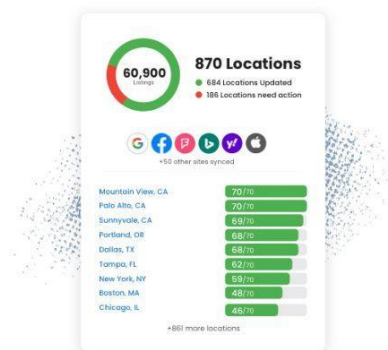


BE THE TOP CHOICE AUTOMOTIVE BUSINESS

The #1 all-in-one customer experience platform for automotive businesses. Over 80,000 businesses use Birdeye every day to attract new customers with Listings, Reviews, and Referrals, convert them with Webchat and Messaging, and delight those customers with Surveys, Ticketing, and Insights – all in one place.

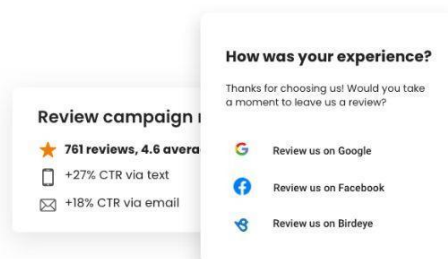
Boost SEO to improve your ranking on Google search with Listings

Claim your business listings for all your dealerships or service centers across top sites like Google, Facebook, Bing, and 50+ directory sites. In a saturated market, ranking in the Google 3-pack is crucial for automotive businesses. Whether you have 100 or 10,000 locations, Birdeye lets you manage, update, and track your listings in a single dashboard. We alert you instantly to any inconsistencies as they can lead to poor SEO and a lower ranking on Google.



Generate and manage at scale

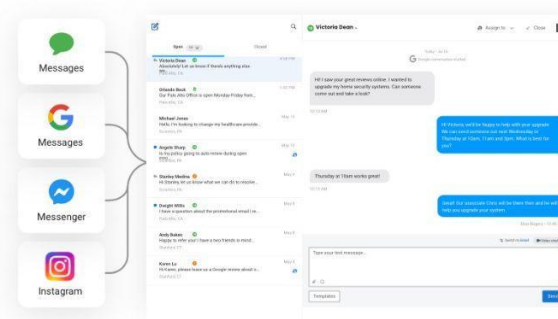
Automatically solicit customer reviews on Google, Facebook, and 150+ industry-specific review sites. Customers choosing a dealership or service center want to know you're easy to work with, reliable, and knowledgeable. Easily respond to reviews at scale using rules and templates. Let customers know you're easy to do business with and showcase positive feedback across search, social, paid ads, and your website to get chosen over your competitors.



Want to know more? Call us at **(248) 270-5372**

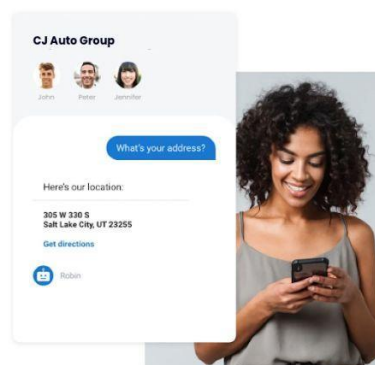
Convert customers over text, chat, and social with Messaging

Customers want to know what's available and even negotiate deals before they come into your dealership or service center. Convert leads and respond to customer messages from text, Google's Business Messages, Facebook Messaging, Instagram Messaging, webchat, email, and voicemail for all locations from a single inbox. Text customers 1:1 or send mass text messages to your entire client list. No need to log into five different messaging apps.



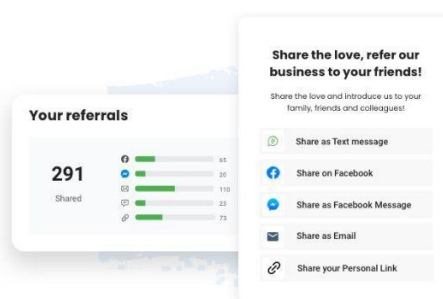
Convert website visitors with Webchat

Automotive customers are looking at multiple businesses before making a purchasing decision. Be instantly available to them and turn leads into customers with live chat and chatbot tools. Every conversation starts with a name and phone number. Livechat lets you engage customers instantly in real-time, while Robin, our chatbot, can answer questions, schedule test drives, and close deals when you're busy. Business texting allows you to text your webchat leads even after they leave your site.



Get customer Referrals on autopilot

Referrals are one of the top lead drivers for dealerships and service centers. Customers trust family and friends over ads – let your happiest customers drive new leads for your business. Use our digital referral tool to make customer referrals effective, scalable, and trackable. Send customized referral requests via channels like social, text, email, your mobile app, or your website. Comprehensive reporting helps you ensure your referral programs are effective and drive leads.

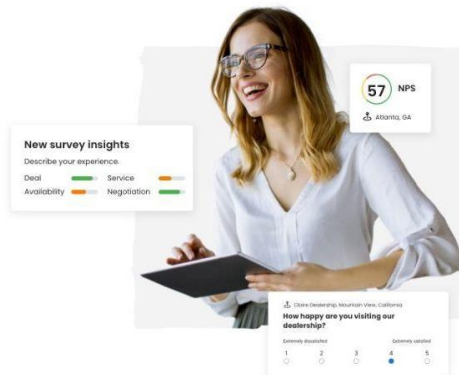


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Send Surveys that drive growth and happiness at scale

Send low-friction, automated surveys across email or text-based Pulse Surveys. Use AI to uncover trends and learnings about your business and view results in your Birdeye dashboard. Make key business decisions and improvements based on feedback. We even take it a step further with post-survey interactions – add referral or review requests at the end of every email survey to boost review volume and get a steady flow of qualified leads.



Stay ahead of your competitors with Benchmarking

The automotive space is crowded, so you want to get ahead and stay ahead of your competitors. Get competitor analysis through customer feedback to understand where you rank in your industry and leverage competitive insights to get ahead. Hear every word of your competitors' feedback with access to your competitors' public data from 150+ review sites, 300M websites, forums, blogs, and social channels. Let our proprietary NLP engine, Athena, make sense of competitor data to identify and track trending topics.

Categories	A+ Service	QuickServ	Pratt Shop	Motor High
Overall	A+	A	A	B
Facilities	A+	A+	C	A
Billing	A	A	A	A-
Staff	A-	A-	A	C
COVID	B+	A	D-	B+

Integrate seamlessly

Easily send out automated review, referral, and survey requests at any point in the customer journey. Connect Birdeye to your existing cloud-based or legacy systems through a range of integration options. We provide out-of-the-box integrations to Salesforce, HubSpot, Dealertrack, DealerSocket, CDK elead, DealerCenter, VinSolutions, and 3,000+ other systems, open APIs, SFTP, and bulk upload capabilities.

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We help over 1,800 automotive businesses enhance their customer experience

146%

increase in reviews

76K

site visits per year

460

new leads per year

“Birdeye allowed us to listen to the voice of customers and make changes at the dealership level to improve customer experiences.”



Mariam Ketner

Director of Social & Digital Media at O'Brien Auto Group



Want to know more? Call us at **(248) 270-5372**