

Visual Assistance for Online Car Buying

SIMPLIFY THE VEHICLE QUOTING PROCESS WITH INTELLIGENT VISUAL ASSISTANCE

The digitalization of the car buying process is underway. McKinsey reports that less than one-third of younger consumers want to purchase a vehicle in-person at the dealership, and more respondents are interested in contactless service. This demand by car shoppers has resulted in 77% of dealerships offering online estimates for trade-ins, according to a cars.com survey.

But offering online estimates must be done right. Online used car retailers are competing against physical dealers in a tight market; they must find ways to quickly and digitally evaluate vehicles based on mileage, features, condition, and accident history. Without visual confirmation, errors in evaluation and inaccurate price quotes are common: too high and the dealership overpays, too low and the dealership loses the sale.

Online dealerships can use visual assistance to perform remote visual inspections to achieve the ultimate goal – providing customers with accurate price quotes and excellent customer service without requiring in-person contact.

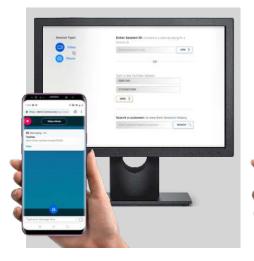
Simplify Customer Interactions with Intelligent Visual Assistance

TechSee's platform enables customers to use their smartphone cameras to transmit images and videos of their vehicles to the dealership for price quotes.

A dealership rep can remotely inspect the customer's vehicle, including exterior condition of car, interior wear-and-tear, and under-the-hood peeks. Bridging the visual gap between customers and the dealership enables quick, accurate, and confident quotes, and avoids the negative customer experience that results when the customer's self-reported condition of the car does not match the dealer's final estimate.

If self-service is preferred, image recognition capabilities can be integrated into existing conversational tools, enabling interactive and personalized AR-powered visual assistance for customers.

How It Works: TechSee Live



CONNECT

Via a link, the customer can establish clear visual communication with the dealership. Both sides connect to a single platform with no app download necessary.





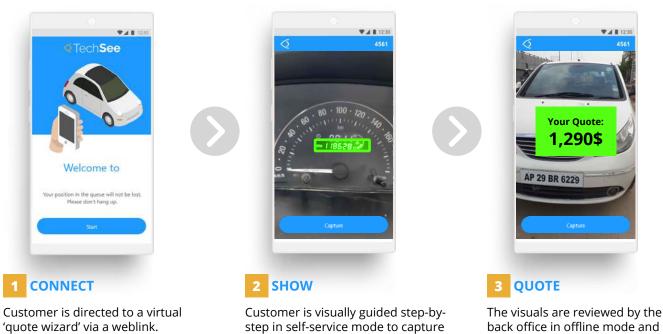
The dealer can view the car through the customer's smartphone camera in video or photo stream mode, to quickly evaluate the vehicle's condition.



3 QUOTE

Dealer verifies the value of the car and can confidently provide an offer to the customer.

Visual Journey Self-Service



images and videos of the car.

back office in offline mode and the customer receives a tailored quote.

Benefits

- Enhances customer experience
 - Avoids costly errors from inaccurate assessment of a vehicle's condition
 - Differentiates dealership from competitors
 - Increases trust between the dealer and customer
 - Improves employee experience by providing information to make better educated decisions

Use Cases

Key Capabilities



- Web-based connection, no app download required
- - SaaS plug and play, no integration is needed
- evaluation

Al-powered visual automation for faster

Unified visual platform across different channels



Full AR tracking and augmentation



VEHICLE DATA

Make the process more effortless for customers by visually capturing details about the vehicle, such as VIN, mileage, color, and premium features.



EXTERIOR DAMAGE

Visually evaluate the car's exterior for dents, scratches, rust, paint oxidation or chipping, or evidence of previous accidents or body work.



UNDER-THE-HOOD DAMAGE

Visual assistance allows online dealers to visually evaluate damage under the vehicle's hood, such as condition of belts and hoses, evidence of chewed wires, or battery corrosion.



INTERIOR WEAR-AND-TEAR

Visually inspect the vehicle's interior for damage such as cigarette burns, cracked leather, upholstery tears, carpet stains, or broken seatbelts.

ABOUT TECHSEE

TechSee revolutionizes the customer experience domain with the first visual engagement solution powered by Computer Vision AI and Augmented Reality. It enables enterprises around the world to deliver better customer assistance, enhance service quality and reduce costs. TechSee is led by industry veterans with years of experience in mobile technologies, artificial intelligence and Big Data. The company is headquartered in Tel Aviv with offices in New York, London and Madrid. For more information, visit <u>www.techsee.me</u>

To schedule a personal demo tailored to your company's needs, click $\underline{here.}$