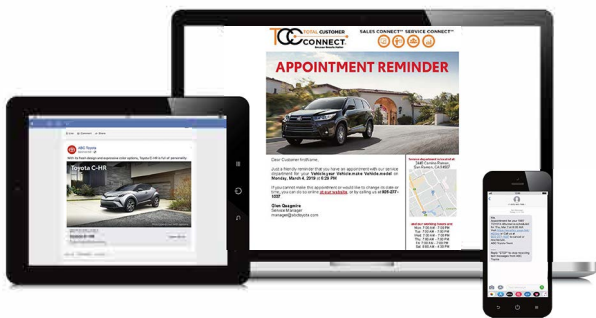**TOTAL CUSTOMER CONNECT**®
CUSTOMER EXPERIENCE EXPERTS

Total Customer Connect's (TCC) programs deliver a premium customer experience for those ready to buy and vehicle owners ready for service.

With our wide range of services, TCC gives dealerships the option of choosing a la carte or creating a package that best fits each dealership. TCC offers marketing, bdc, service lane software, messaging and bill pay services.

TCC Marketing

Total Customer Connect is always finding new ways for you to grow. Prospect new customers from outside of your database and reach them through preferred media channels with relevant messaging. Includes automated email, Facebook ads and voice message reminders as well as text confirmation notifications.

TCC BDC Services

Your dealership employees get busy with the customers in front of them and on the phone. Have TCC professionally answer as your dealership, help identify customer needs, schedule appointments or complete a warm transfer to the appropriate person.

Optionally, use TCC BDC Cloud software. Provide your in-house business development call center with industry-proven BDC software to better connect with customers, track results, book appointments and generate more business.

TCC Service Connect

Give your dealership one connected platform from online engagement and booking appointments to service lane check in with walk around videos and pictures, RO write up including factory-based menus and recall lookup. Electronic route sheet to organize work in process with a multi-point inspection system where technicians can attach video and pictures to an inspection line. An optional OE multipoint inspection print out with a defined upsell process and automated declined service follow up.

TCC Bi-Directional Text and Instant Messaging

Provide your dealership staff with a simple to use text messaging and instant messaging platform. Messages can be sent directly in TCC or connected to cell phones during working hours. Full tracking and reporting are available on all conversations.

TCC Online Bill Pay

TCC's online bill pay provides a simple way for your customers to pay prior to arriving at the dealership. Payment can be done with mobile device or payment can be accepted at the dealership. TCC platform is web-based so there is no need for card terminals. TCC will setup a merchant bridge so you can keep your existing merchant processor.