

Dealer Inspire Chat

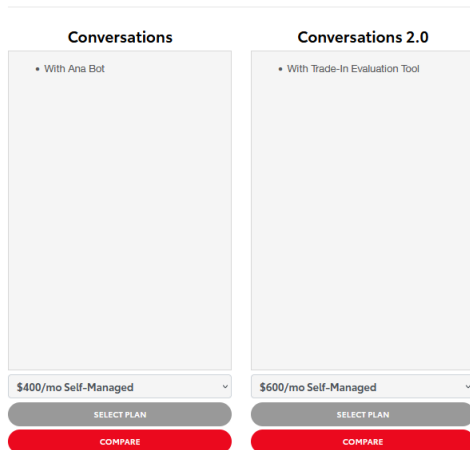
Activation

We are pleased to announce that after testing with pilot SmartPath dealers, we can now offer Chat on SmartPath MST-C for **ANY** dealer that has the Dealer Inspire Conversations chat tool on their Tier 3 website and is enrolled through TDDS!

In order to enable Dealer Inspire Conversations chat on SmartPath, the dealer will have to enroll in the SmartPath **Add-on** for Conversations via the TDDS Enrollment site. The link for that site is as follows:

<https://www.tddsprogram.com/>

Enrolling here will allow the Dealer Inspire Conversations team to provision the code necessary for Conversations to be installed on the subdomain. In the enrollment portal under the Conversations chat tool, the dealer should see a radio button calling out SmartPath Add-on as seen in the following image:



Add-ons

- Conversations 2.0 - OEM Personalized Offers Integrations - \$100/mo
- Conversations 2.0 - Toyota SmartPath Self-Managed - \$200/mo

After they complete the check out, our TDDS team should be able to kick off the necessary information for the dealer to the Conversations team to start their process. The cost is another \$200/month which is paid to Dealer Inspire through the TDDS portal. It is **not** a requirement for a dealer to have a Dealer Inspire website in order to have Dealer Inspire Conversations Chat, but the dealer **must enroll for both a Conversations chat package and the SmartPath add-on through TDDS to qualify**. If a dealer does not have a chat tool or wants to switch to the Dealer Inspire Chat Tool to allow Conversations on SmartPath (MST-C), they will have to get a new enrollment for chat itself and add the Conversations add-on to the order. Please refer to TDDSProgram.com for content regarding Chat or reach out to your PDA for additional details.

The screenshot shows the Toyota SmartPath website interface. At the top, there is a navigation bar with links for Dealer Home, New Inventory, Used Inventory, How It Works, Create Account, Sign In, and a user profile icon. Below the navigation is a hero banner with the text "A new way to shop online for your next Toyota" and a sub-headline "With SmartPath, you can find and purchase your car entirely online. Browse real-time dealer inventory, get credit approval, make a deal, and schedule delivery right to you. [Learn about SmartPath](#)".

Below the banner is a section titled "Available models at [redacted]" with a sub-note "Vehicles on this page are for illustrative purposes only." and an "Availability" dropdown menu. On the left, there are filters for "New" and "Used" vehicles, and a "Vehicle Type" sidebar with categories: Cars & Minivan, Trucks, Crossovers & SUVs, and Electrified.

The main content area displays three car models: 4Runner, Camry, and Camry Hybrid. Each model card includes an image of the car, its starting MSRP, and estimated MPG. A callout box points to a green chat icon in the bottom right corner of the Camry Hybrid card, stating "Customer can click here to interact with dealer personnel via live chat".

Overlaid on the right side of the screenshot is a live chat window with a text input field containing "Hello! How can we help?", a "Reply" button, and a close button (X). A green chat icon is visible in the bottom right corner of the chat window.

Reminders

REMINDERS

To contact Premier Support

- By email: send a message to PremierCare@toyota.com
- By phone: call 1-877-DLDAILY (1-877-353-2459), choose Option 2