



UPGRADE TO COMMUNICATOR'S NEW PLATFORM

The backbone of Quorum's ground-breaking Communicator customer communication tool has been redesigned to offer greater features, functionality and flexibility to better serve our Dealers and their customers. Along with the new platform comes an all new Communicator application for use on virtually any device – computers, tablets and phones.

Some of the many benefits of the new platform and application include:

1. The new platform is accessible via the Cloud from anywhere you choose to login. Notifications from Communicator will display on multiple logins.
2. Customer messages and Instant Messages shared internally throughout your dealership are now saved and searchable.
3. New searching and filter functionality allows a Google like search for Contacts and Messages.
4. Message Notifications stay active until you react to it.
5. New options are available for Contacts, including the ability for Groups.
6. For messages, different Avatars are utilized for employees versus customers so you know who you are responding to.
7. Users have the ability to forward customer messages to another user when they are away from their office.
8. Dealership-wide Announcement feature allows a message to be sent to all users currently logged in.
9. There is no longer a requirement for Microsoft 365 Accounts and Lync Licenses, therefore, you no longer have a separate invoice to pay Microsoft – just one bill from Quorum!
10. Parts Requests have an added Group Functionality that sends the request to a Parts Group. One member can click the "Got it" button that automatically archives the message for the other members of the Group. Once the request has been fulfilled, an alert is sent to the person requesting the parts that they are ready for pick-up at the Parts window.

PLUS, all the great features you already love about Communicator!

**Ad-hoc messages * Plug-in notifications * Message history stored with the transaction and customer communication history * Customer notification preferences (email/text) * Attachments and Links*

To experience the many benefits of Communicator's new platform,
contact the Orders Desk at
1.888.267.6180 ext. 520 or CustomerSolutions@QuorumDMS.com