

VitalEngage

Smarter Messaging for IntelliDealer



Overview

Smarter Communication Starts Here

VitalEngage is a seamless, in-app SMS/MMS messaging solution built into IntelliDealer™ to help dealerships communicate faster, smarter, and more effectively with customers — all from within the system they already use. Whether you're sending quotes, service updates, or payment links, VitalEngage brings real-time customer engagement directly into your dealership workflow.

Messaging Features that Work for Dealers

Real-time In-app Texting

Message customers instantly from any IntelliDealer screen, keeping conversations timely and contextual.

Quick Set-up and Integration

- Fully integrates with IntelliDealer's Alert Management System.
- Compatible with Skipify for "Paylinks" functionality.

Multi-format Messaging

Attach quotes, invoices, images and more -- directly to messages for easy customer follow-up and approvals.

Auto-reply and Alerts

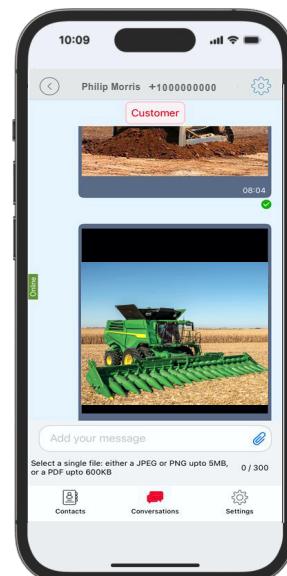
- Enable built-in auto-replies to stay responsive.
- Get notified even when you're away from IntelliDealer.

Secure Conversation History

Access a full, secure message history with customer interaction logs built into IntelliDealer.

User Experience

- Consistent interface across IntelliDealer.
- Frictionless communication – No need to switch platforms or devices.
- Easily accessible on all IntelliDealer screens – service, parts, rental and more.



Contextual Conversation On-field

What's Next?

We're gathering user feedback on additional enhancements such as:

- Message Templates
- Analytics and Reporting
- Integration with the IntelliDealer Customer Portal

To pay with Paylinks, you must have an active WorldPay account.