


# Strengthen your shop's legacy with great customer experiences.

Broadly helps shops deliver exceptional customer experiences, grow new business, and generate repeat customers.

## Top Features


### Web Chat

 Simplify communications and drive higher car count.


### Inbox

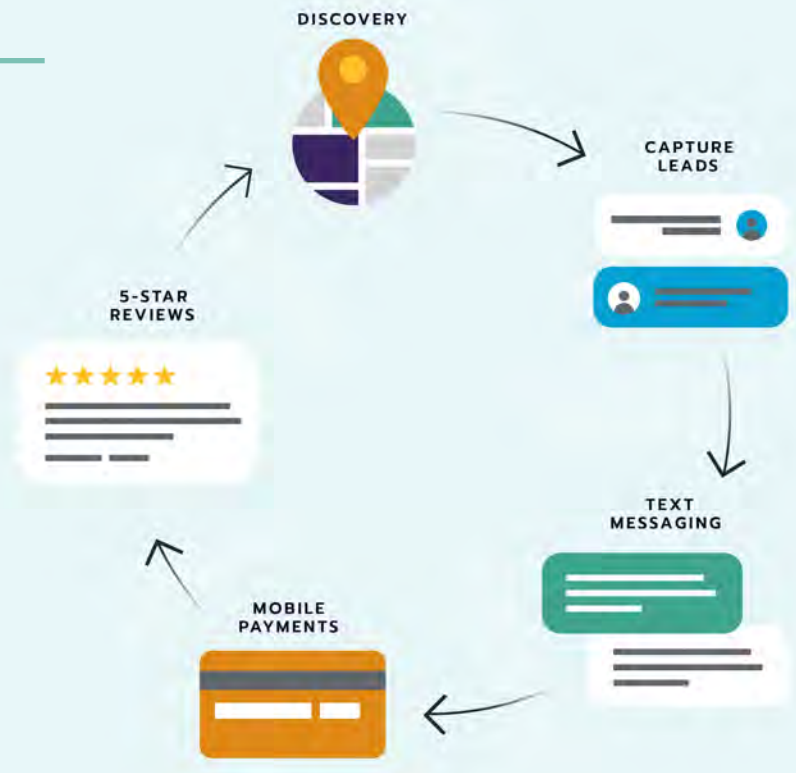
 Keep your customers informed with consolidated messaging.

### Payments

 An alternative contactless method for payments.

### Reviews

 Get great reviews on Google, Facebook and more.



## Everything included with Broadly

### App

Reviews  
Feedback  
Payments  
Team Chat  
Contacts  
Messaging

### Dashboard

Online Performance  
Team Performance  
Location Comparison  
Sentiment Analysis  
Customer Satisfaction  
Review Summary

### Website

Web Chat  
Review Stream

### Customer Success


Onboarding Manager  
CS Manager

## With Broadly you can:

 Attract new quality customers

 Increase shop efficiency

 Communicate better

 Retain your best customers



## Dedicated Customer Success

Broadly's premium customer support team is committed to your growth. The Customer Success Team is here to guide your strategy and help you every step of the way.

## Getting Started

**Today**



Welcome to Broadly

**Week 1**



Meet, connect & train

**Week 2-3**



Check-in

**Week 4**



Ready, set grow!

## Customer Story: Yokley's Automotive



Yokley's Automotive is a proud Bosch auto shop and uses Shop-Ware and Broadly.

"We tried several things to bring in new customers via Yelp, and Google etc. Nothing came anywhere close to what has happened since using the Broadly service in conjunction with Shop-Ware. We saw a 32% increase in revenue when comparing June 2019 with June 2020, BUT what blew us away was the fact that in June 2019 we didn't have one single new customer, but in 2020 41% of the customers who walked in the door were brand new. I can directly attribute that increase to Broadly."

◆ Jay L., General Manager at Yokley's Automotive

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