

FREQUENTLY ASKED QUESTIONS



Is this vehicle available?

Checks live inventory data and responds with specific vehicle matches, complete with VIN, price, and photo



What's the price on this vehicle?

Provides MSRP, internet price, or dealer-set pricing directly within the chat or CTA bubble. If integrated with digital retail, it may also show price breakdowns.



What's the best price?

Flags interest in negotiation to sales team and offers a configured response like, "Our pricing is market-based, but we're happy to review offers."



What lease options are there?

If lease info is available via dealer integrations, CarNow can present estimated lease payments based on current incentives and terms.



Can I sell/trade in my car?

Through integration with tools like TradePending or Kelley Blue Book, CarNow enables real-time trade-in evaluations directly within chat.



What financing options do you offer?

CarNow directs to CreditApp, which is embedded in chat flows. The AI can explain available loan types and launch the pre-approval process instantly.



What if I have bad credit?

Explains financing options with soft-pull or hard-pull flexibility.



Can I schedule a test drive?

CarNow can schedule test drives, confirm availability, and add to the customer's calendar.



Are there any current specials or discounts available?

Can surface promotions if loaded by the dealer into DealerHome or website CMS.



Where are you located?

Responds with address, map link, and directions.



What are your hours?

Displays sales and service hours directly, based on dealer's business profile.