

# Cox Automotive - Brands

**Autotrader** 

 Central Dispatch

 Dealer.com

 Dealertrack

 EV Battery Solutions

 Fleet Services

 FleetNet America

 Kelley Blue Book

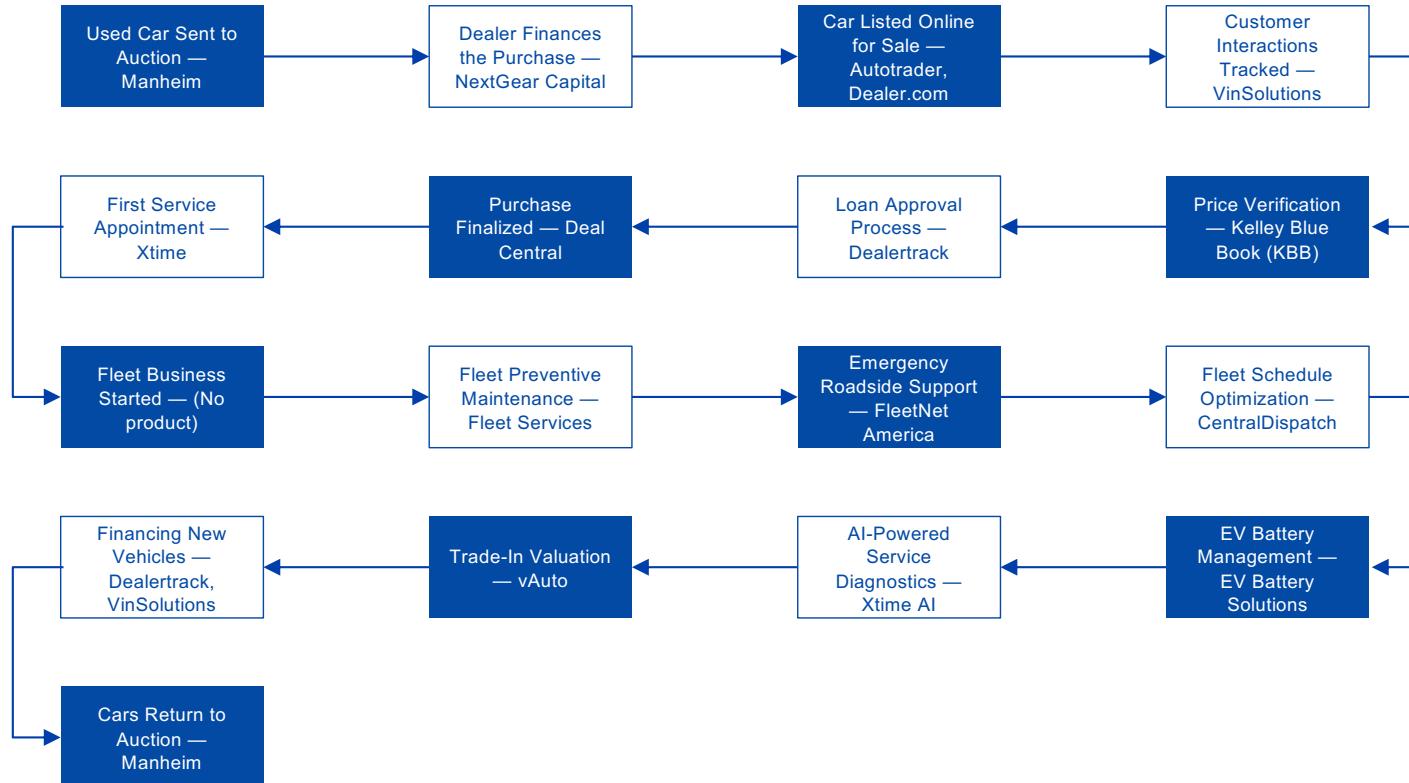
 Manheim

 NextGear Capital

 vAuto

 VinSolutions

 xtime



# Cox VS. Cars



**1. Used Car Sent to Auction** — A rental car company has a 3-year-old Honda Civic they want to sell. They send it to **Manheim**, Cox's giant car auction warehouse. Thousands of used cars sit there waiting to be auctioned off to local car dealers.

**2. Dealer Finances the Purchase** — A local car dealership named "ABC Cars" wins the bid for the Honda Civic. They don't have \$15,000 in cash, so they use **NextGear Capital** (Cox's financing arm) to get a loan to buy it. NextGear approves it instantly.

**3. Car Listed Online for Sale** — ABC Cars lists the Honda Civic on **Autotrader**, Cox's online marketplace where millions of people search for used cars. They also use **Dealer.com** to make their website look nice and attract customers.

**4. Customer Interactions Tracked** — When customers click on the listing or call the dealership, ABC Cars uses **VinSolutions** (Cox's smart CRM) to track every interaction. VinSolutions remembers that the customer viewed the car three times and reminds the sales team to follow up with them.

**5. Price Verification** — Before visiting the dealership, the customer checks **Kelley Blue Book (KBB)** to see if \$15,000 is a fair price. KBB tells them the fair market value is \$14,500-\$15,500, so they feel confident.

**6. Loan Approval Process** — The customer goes to ABC Cars, test drives the Honda Civic, and decides to buy it. They need financing, so the finance manager enters their information into **Dealertrack**, which instantly connects to 20 different banks. Within minutes, their loan is approved.

**7. Purchase Finalized** — The dealership uses **Deal Central** to finalize all the paperwork and protect their profit margins. The customer drives home with their new car.

**8. First Service Appointment** — Two months later, the customer needs an oil change. They book an appointment at ABC Cars' service center using **Xtime** (Cox's service scheduling app). The technician uses Xtime to see the car's history and recommend maintenance items.

**9. Fleet Business Started** — The customer decides to buy 5 more Honda Civics and start a delivery business, so now they have a small fleet of 6 cars.

**10. Fleet Preventive Maintenance** — **Fleet Services** (Cox's maintenance partner) sends mobile technicians to the customer's business location to do preventive maintenance

on all their cars—oil changes, tire rotations, inspections—right at their facility.

**11. Emergency Roadside Support** — One day, one of the customer's delivery drivers breaks down on the highway, 200 miles away. They call **FleetNet America** (Cox's 24/7/365 roadside support). Within 30 minutes, a roadside technician fixes the car or tows it to a nearby repair shop.

**12. Fleet Schedule Optimization** — The customer's fleet needs regular service appointments scheduled at different times. They use **CentralDispatch** (Cox's logistics platform) to optimize the schedule so they don't have all 6 cars down at once and technicians take the most efficient routes.

**13. EV Battery Management** — Fast forward 5 years. The customer is thinking about switching their delivery fleet to electric vehicles (EVs). They're worried about battery costs, so they use **EV Battery Solutions** (Cox's new division). They manage battery health, predict failures, handle replacements, and track resale value based on battery condition.

**14. AI-Powered Service Diagnostics** — When the customer needs service, the technician uses the new **Xtime** AI system (with smart diagnostics and Guardrails) to capture the car's condition digitally, diagnose issues accurately, generate transparent pricing, and protect their personal information.

**15. Trade-In Valuation** — After 7 years, the customer's business grows and they upgrade to bigger vans. They trade in all 6 Honda Civics at ABC Cars. They use **vAuto** (Cox's pricing tool) to determine what each car is worth based on market conditions and mileage.

**16. Financing New Vehicles** — ABC Cars uses **Dealertrack** to finance the customer's new vehicles if they need it. They use **VinSolutions** to track all the trade-in paperwork and keep the customer updated.

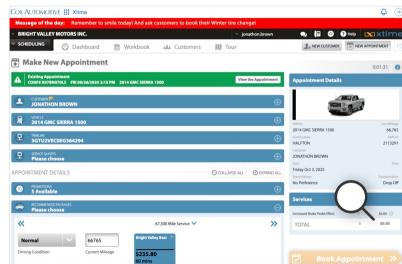
**17. Cars Return to Auction** — If ABC Cars can't sell the used Civics locally, they send them back to **Manheim** to be auctioned to other dealers nationwide. The cars go back into the Cox ecosystem and the cycle repeats with a new owner.

# Xtime Technology Suite



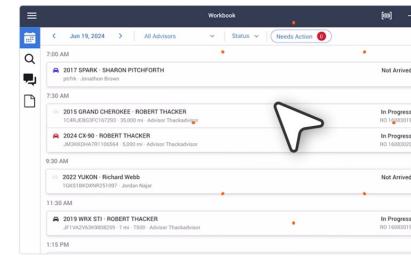
## Schedule

**Appointment Management Software:** Capacity management tool and automated consumer scheduling processes.



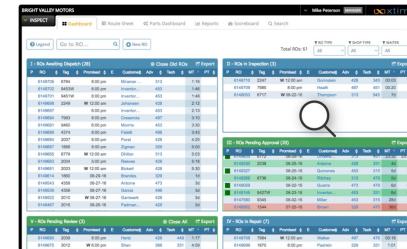
## Engage

**Customer Experience Management Software:** Personalized service experience to speed up the check-in process for the customers.



## Inspect

**Vehicle Inspection Software:** Tools that conduct inspections by sharing pictures, video, and real-time status updates.



## Invite

**Automotive Marketing Software:** Bring service customers with targeted messages and special offers.



# AI Data Analyst & Reporting Bot – Use Cases

# 1 Conversational Business Intelligence	# 2 Automated KPI Monitoring	# 3 Personalized Executive Summaries	# 4 Intelligent Data Catalog & Search	# 5 Anomaly Detection + Natural Language Alerts	# 5 Support / Internal Helpdesk Bot
<p><b>Problem</b> — Teams rely on analysts for even simple queries → delays in decision making.</p> <p><b>Approach</b> — NL → SQL engine, semantic layer, enterprise data connectors.</p> <p><b>Solution</b></p> <ul style="list-style-type: none"> <li>Bot converts natural-language questions into SQL with governance guardrails.</li> <li>Auto-generates charts, pivot tables, filters, and drill-downs.</li> <li>Supports follow-up questions: “Break it down by dealer,” “Show YoY change,” “Why did it drop?”</li> <li>Auto-builds reusable dashboards from conversations.</li> <li>Provides data-quality warnings (e.g., missing VINs, inconsistent timestamps).</li> </ul> <p><b>Additional Use Cases</b></p> <ul style="list-style-type: none"> <li>Which models underperformed vs forecast in the Northeast last week?</li> <li>What’s the current stock-out risk for EV batteries?</li> <li>Show top 10 components causing repeat repairs.</li> </ul>	<p><b>Problem</b> — Dashboards show “what happened” but not “why KPIs changed.”</p> <p><b>Approach</b> — Automated KPI observability + LLM-based root-cause analysis.</p> <p><b>Solution</b></p> <ul style="list-style-type: none"> <li>Bot scans KPIs (sales, inventory, warranty claims, production uptime).</li> <li>Detects deviation vs targets, predicts near-term variance, and provides plain-language RCA.</li> <li>Auto-builds a daily “KPI Health Score” with recommendations.</li> <li>Explains metric movement using driver decomposition (price, mix, region, seasonality).</li> <li>Generates proactive action prompts: “Recommend checking supplier X for delays.”</li> </ul> <p><b>Additional Use Cases</b></p> <ul style="list-style-type: none"> <li>Why did F&amp;I revenue drop across Midwest dealers this week?</li> <li>Who delayed — carrier, route, or weather?</li> <li>Which plants showed downtime and why?”</li> </ul>	<p><b>Problem</b> — Leaders depend on manually created weekly reports.</p> <p><b>Approach</b>—LLM summarization linked to BI dashboards with persona templates.</p> <p><b>Solution</b></p> <ul style="list-style-type: none"> <li>Bot aggregates data from sales, supply chain, warranty, CRM, and manufacturing systems.</li> <li>Creates customized weekly digests for CEO, COO, CFO, VP Sales, etc.</li> <li>Summaries include top wins, risks, forecast, sentiment, and anomalies.</li> <li>Auto-links visuals (charts/tables) to narrative text for download/forward.</li> <li>Provides “ask deeper” buttons for executives to drill into trends.</li> </ul> <p><b>Additional Use Cases</b></p> <ul style="list-style-type: none"> <li>Top 10 Risks &amp; Opportunities snapshot.</li> <li>Receive margin-movement cost contributors details.</li> <li>Plant Performance defects, throughput, and downtime.</li> </ul>	<p><b>Problem</b> — Users don’t know what data exists or where to find it.</p> <p><b>Approach</b> — Metadata extraction + embedding search + ontology mapping.</p> <p><b>Solution</b></p> <ul style="list-style-type: none"> <li>Bot understands dataset names, schemas, lineage, and business definitions.</li> <li>Responds to queries like “Where can I find dealership service history?”</li> <li>Shows example rows, table relationships, and trusted data sources.</li> <li>Flags outdated or low-quality datasets with warnings.</li> <li>Suggests best datasets for a user’s intended analysis.</li> </ul> <p><b>Additional Use Cases</b></p> <ul style="list-style-type: none"> <li>Which table has telematics data for 2021 trucks?</li> <li>Where can I find customer loyalty program activity?</li> <li>What dataset contains incentives and rebates by model?</li> </ul>	<p><b>Problem</b> — Sudden spikes/drops are detected late.</p> <p><b>Approach</b> — ML anomaly detection + LLM interpretation + contextual alerts.</p> <p><b>Solution</b></p> <ul style="list-style-type: none"> <li>Bot identifies unusual movements in sales, defects, service workload, inventory, etc.</li> <li>Sends contextual messages: “Brake sensor claims up 22% in Midwest—likely linked to cold-weather conditions.”</li> <li>Suggests probable root causes using model-based attribution.</li> <li>Provides drill-down paths (dealer, SKU, plant, region, supplier).</li> <li>Integrates with email / Slack / Teams for notifications.</li> </ul> <p><b>Additional Use Cases</b></p> <ul style="list-style-type: none"> <li>Detect spike in EV charging complaints from a region.</li> <li>Identify drop in dealership footfall after pricing update.</li> <li>Flag supplier lead-time spikes before they disrupt production.</li> </ul>	<p><b>Problem</b> — HR/Finance/IT teams handle repetitive internal queries.</p> <p><b>Approach</b> — Multi-channel LLM bot integrated with ERP/HRMS/ITSM.</p> <p><b>Solution</b></p> <ul style="list-style-type: none"> <li>Bot answers repetitive HR, IT, and finance queries instantly.</li> <li>Auto-fills service tickets, resets passwords, fetches policies, and tracks status.</li> <li>Integrates with HRMS / ERP / ITSM to read/write data.</li> <li>Learns from previous ticket patterns to propose instant fixes.</li> <li>Provides multilingual and multi-device access (mobile, desktop, kiosk).</li> </ul> <p><b>Additional Use Cases</b></p> <ul style="list-style-type: none"> <li>How to file a travel reimbursement?</li> <li>Show me open tickets related to VPN issues.</li> <li>HR uses bot to onboard employees with task lists.</li> </ul>