

## **COLLECTIVEPOINT, LLC ANNOUNCES THE RELEASE OF AUTOIM 2.0**

Austin, TX (October 20<sup>th</sup>, 2004) – Austin based CollectivePoint, LLC, a provider of customer-based chat solutions and offshore software development operations, announced today the availability of AutoIM 2.0. AutoIM will allow visitors to dealer's websites to communicate with a sales or service agents instantly through a "Live Help" platform, increasing sales and customer service.

"AutoIM's pro-active chat allows dealers to extend that personalized experience that is traditional in their storefront to that of their website" said John Glenn, Chief Executive Officer at CollectivePoint, LLC. "By proactively contacting and initiating dialogue on a dealer's website, dealer's can turn website visitors into customers."

AutoIM addresses the present and future customer service and sales needs in today's internet dominated world. AutoIM, a live help chat platform, was introduced to address the expanding need for dealerships to offer an alternative way for their customers to engage them in any service or sales situation through their existing web presence.

### **About CollectivePoint, LLC**

CollectivePoint is a provider of enterprise-wide e-business solutions for fast growing and middle-market companies through outsourcing. CollectivePoint delivers effective solutions through in-depth experience creating solutions leveraging skills in technology and those of our partners. CollectivePoint solutions enable companies to execute core business initiatives that drive success and add value to their organization.

CollectivePoint's software products address the present and future customer service and sales needs in today's internet dominated world. WebPoint, a live chat platform, was introduced to address the expanding need for companies to offer an alternative way for their customers to engage them in any service or sales situation through their existing web presence.

To learn more please visit <http://www.autoim.com> or <http://collectivepoint.com>

### **Contact:**

John Glenn -- (512) 633-5675; [john@autoim.com](mailto:john@autoim.com)