

# Trade-in appraisal and valuation

Automates trade-in vehicle appraisal from initial customer inquiry through final valuation offer, streamlining the process and improving customer experience while ensuring accurate pricing.

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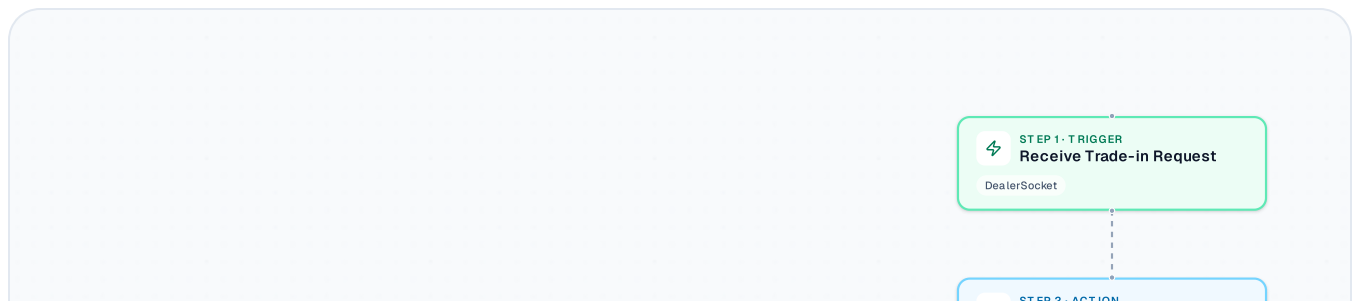


## WORKFLOW TRIGGER

Customer submits trade-in vehicle information through dealership website or mobile app

## Visual Flow

Each node represents an automated step. Connections show how data and decisions move through the workflow.





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## Step-by-Step Breakdown

Detailed explanation of each automated stage in the workflow.

1

⚡ TRIGGER

### Receive Trade-in Request

Customer completes trade-in form with VIN, mileage, condition details, and photos through dealership digital channels. System captures all vehicle information and customer contact details.

2

 ACTION

### Pull Vehicle History Report

System automatically retrieves comprehensive vehicle history, accident records, service history, and ownership details using the provided VIN.

Market data and comparable sales are also gathered.

VinSolutions

DealerTrack

3

 ACTION

### Generate Initial Valuation

AI algorithms calculate preliminary trade-in value based on vehicle history, current market conditions, mileage, and reported condition. Multiple valuation sources are cross-referenced for accuracy.

VinSolutions

CDK Global

4

 DECISION

### Evaluate Appraisal Confidence

System determines if automated valuation meets confidence threshold or requires human review based on vehicle complexity, damage reports, or market data gaps. High-confidence appraisals proceed automatically.

CDK Global

5

 ACTION

### Schedule Physical Inspection

For vehicles requiring manual review, system automatically schedules appointment with certified appraiser and sends confirmation details to customer. Inspection checklist is generated based on initial findings.

DealerSocket

CDK Global

6

 ACTION

## Finalize Trade Value

Final trade-in value is calculated incorporating any physical inspection results and current inventory needs. Offer validity period and terms are automatically determined.

CDK Global

DealerSocket

7

 OUTPUT

## Deliver Appraisal Offer

Formal trade-in offer is sent to customer via email and SMS with detailed valuation breakdown, validity terms, and next steps. Sales team is notified for immediate follow-up.

DealerSocket



## Outputs

- Formal trade-in valuation offer

- Vehicle history and condition report

## AI Business OS

- Automated follow-up sequence initiated



### Key Metrics

- Average appraisal completion time
- Trade-in conversion rate
- Appraisal accuracy vs final negotiated value



### Tools & Integrations

- DealerSocket
- VinSolutions
- DealerTrack
- CDK Global

## AI Business OS

Actionable AI implementation strategies for business leaders ready to transform their operations.

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