



CitNOW Feature Release

Enhancements Launched in Q3 2025



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CitNOW Product Updates – Powering your Performance

We've been busy behind the scenes bring fresh enhancements to your CitNOW products. From new features to smarter integrations, here's what's new and how it will benefit your day-to-day usage.

If you'd like to learn more about any of these updates, your Account Manager will be happy to help, please reach out to them directly.



CitNOW Appraise

Intuitive Asset Collection Page

We've introduced a new update to make vehicle appraisals quicker and more convenient for customers.

If a customer has already taken photos or videos of their vehicle using another platform (like Motorway), Appraise will now prompt them to upload those existing files before reaching the image collection page.

Why it's helpful:

- Saves time by avoiding duplicate image capture
- Speeds up the appraisal submission process
- Creates a smoother, more intuitive experience

This improvement helps reduce drop-offs and makes it easier for customers to complete their appraisal with minimal effort.

More Flexibility for Customer Contact

Sending CitNOW Appraise links will no longer require an email address. You'll be able to send them using just a mobile number - perfect for dealers using RTC integrations, and a big win for reducing failed email charges.

New Integration: CitNOW Appraise and Salesforce via GetAUTO

We're excited to launch a flexible integration between CitNOW Appraise and Salesforce via GetAUTO.

Benefits include:

- No double keying - appraisals flow directly into Salesforce
- Link appraisals to opportunities for seamless lead tracking
- Customisable setup to suit your dealership's workflow
- Whether you want a button, tab, or trigger from a customer record, this integration adapts to you.



CitNOW Conversations

New Integration: CitNOW Conversations and CitNOW Appraise

We're making it easier to manage vehicle trade-in conversations. Agents using CitNOW Conversations can share CitNOW Appraise links directly with customers during chats - streamlining the vehicle appraisal valuation and damage assessment process.



CitNOW Imaging

AutoSpin – AI Powered Turntable Feature

Introducing AutoSpin, our new AI-powered turntable feature, part of CitNOW Imaging:

- Captures full image sets in just 90 seconds
 - Delivers 72% more accurate results
 - Works 60x faster than manual systems
- AutoSpin adapts to any lighting or setup, helping you maintain consistency and speed across your digital showroom.

Latest App Updates

- App Improvements Academy Link in Menu
You'll now find a direct link to the Academy in the app menu – making it easier for users to access training materials.
- Add New Vehicle' Always Visible
No more searching! The *Add New Vehicle* option is now always visible, making it quicker to get started.
- Password Visibility Toggle
You can now reveal your password on the login screen to avoid mistypes.
- Continue' Button on License Plate Entry
We've added a *Continue* button so you can move forward without needing to reopen the keyboard.
- Red Video Shutter Button
The video capture button is now red (instead of white) to match normal video app behaviour. The photo shutter button remains white.



CitNOW Insights

Integration Updates

Integrations between systems allows you to overlay key data, like time in stock and image quantity, giving you clearer insights to optimise performance and make informed decisions;

CitNOW Group Integrations available in CitNOW Insights:

- Dealerweb
- RTC
- CitNOW Sales
- CitNOW Workshop

3rd Party Integrations available in CitNOW Insights:

- Keyloop
- Autotrader
- RAPID RTC
- ClickDealer
- Evolution Funding
- Contact Advantage
- Silver Bullet
- EnquiryMAX

Insights Datahub – Release 1

DataHub is our new self-service platform giving you direct access to structured data from all CitNOW Group products - with external sources like Auto Trader and DMS systems coming soon.

Whether you're a retailer, dealer group, or enterprise client, DataHub makes reporting faster, easier, and more flexible.



Multiple Subscriptions Access on a Single Mobile Device

Applicable to staff members who take videos for multiple locations and are currently having to rescan QR code and reset device every time to set a location. This no longer needs to happen saving time and increase in accuracy to ensure correct assets are loaded for each site.

Insights New Feature – 2 - Way Messaging

Our new feature 2-way messaging, is now available as a bolt-on to your CitNOW Sales subscription - giving you the power to connect with customers in real time, directly through their preferred platforms like WhatsApp, SMS, or webchat.

Replies feed straight into your central dashboard, enabling:

- Instant responses to CitNOW Sales videos
- Faster vehicle detail requests
- More personalised customer engagement
- Improved visibility and response tracking

This feature is a game-changer for driving upsell, part exchange opportunities, and boosting sales conversions — all while enhancing customer satisfaction.

CitNOW v7 iOS App Updates

Our latest release delivers:

- Enhanced Performance & Security: Up to 5x faster uploads, reduced app size, and enhanced security with the latest industry-standard encryption.
- Efficiency: Reduced lines of code and memory footprint, leading to faster performance and loading times.
- Greater Connectivity: Multi-path network capabilities ensure seamless connection between cellular and Wi-Fi.



CitNOW Triage

System Enhancement

Sending CitNOW Triage links will no longer require an email address. You'll soon be able to send them using just a mobile number - perfect for dealers using RTC integrations, and a big win for reducing failed email charges.



CitNOW Workshop

New Feature – 2 - Way Messaging

You can now enhance your CitNOW Workshop subscription with our new 2-way messaging bolt-on, giving customers the ability to reply to workshop video content in real time.

That means, faster responses, quicker approvals and reduced ramp time.

This upgrade is a game-changer for aftersales, driving greater efficiency while deepening customer engagement through more responsive communication.

CitNOW v7 iOS App Updates

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Coming Soon

Keep an eye on our LinkedIn channel for updates on the latest product and feature releases, we have some exciting developments coming in early 2026

- AI-powered suggested and automated replies in CitNOW Conversations, plus a new, easier-to-navigate customer interface.
- CitNOW Apprise will soon allow easy updates to appraisal requests without restarting, and a next-generation dashboard for CitNOW Apprise and CitNOW Triage will enable managing and creating requests in one place.
- CitNOW Imaging is soon to feature Generative AI backdrops that enhance stock photography with more varied backgrounds, sharper vehicle definition, improved lighting and silhouettes, all aligned with your brand standards
- CitNOW Sales and CitNOW Workshop will be enhanced with integrated, retailer-tailored guides that provide clear, in-app prompts to help your team consistently meet your video standards.