

SELF-SERVICE IN SERVICE: **THE STATISTICS**

Kiosks have impacted the world of retail and are growing in automotive.
See how self-service is affecting your customer base.



The value of the kiosk market is expected to **more than double** from 2019 to 2025.¹

49% of consumers want self-service kiosks at every store they shop at.³



Ford dealers saw a **75% faster service** check-in (under two minutes).²

Kiosks can improve the upsell rate in your store by **20% or more**.⁴



85% of Americans have now used a kiosk.³

Customer information is collected with **over 95% accuracy**.⁴



On average, dealers experience an **11% increase** in trade-in appraisals with kiosks.⁴

¹Mordor Intelligence ²Cars.com ³Retale ⁴GoMoto Study



For more information on service kiosks and their benefits, visit gomoto.com.