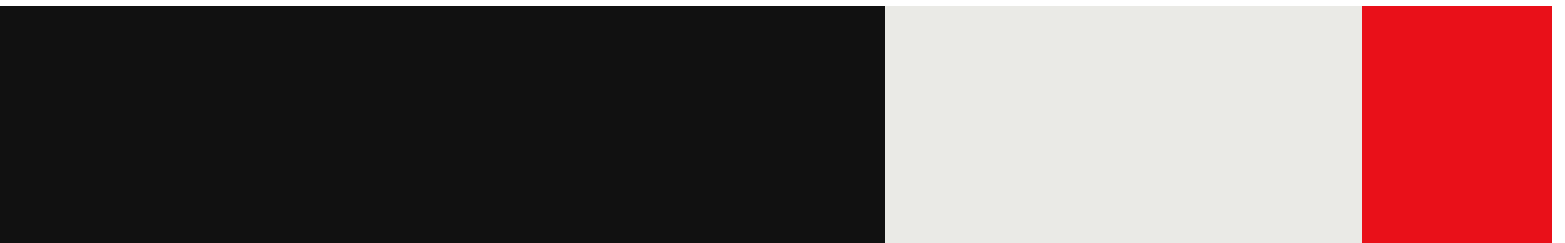


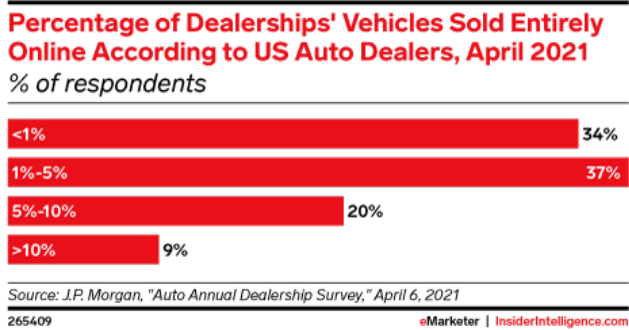
# The car buying customer journey is changing, unattended retail, and eBay's latest move

Audio



On today's episode, we discuss how the pandemic changed the car buying customer journey and what BMW's digital experience is trying to achieve. We then talk about why online-only

brands might need to do more to earn customers' trust, whether people want more—or less—human interaction when shopping, and what eBay's latest move says about the future of the retailer. Tune in to the discussion with general manager at Autogermana Andrés Fuse, eMarketer senior analyst Matteo Ceurvels, and analyst at Insider Intelligence Blake Droesch.



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