

New Scope (Major Areas and Big Rocks)

T1 Inbound (All) PSP, Mexico Einstein AI -Automate Issue Coding Email professionalism

Alpha VIN **PCRM**

Automated Agent Alert

for Missed

Appointments

T1 - T2 Routing

T2 DCR, Livechat, Social. **AskDave**

T2 ICT, T2 Import/Export, Knowledge

T2 Critical Back Order (CBO)

T2 - Claims Management/ Reimbursement

T2 Goodwill, L1/T2 Mediation, CheckRequest

Integrate campaign & warranty info – M

Automate Case / Issue Creation for Inbound SMS Conversations

Case assignment reopened cases

Duplicate Case Management

Unified contact/chat_ management

> Automatic case M creation

Enable CRRS to Perform CCS Portal Actions

Integrate In-System Translation

Automate Generation of Recall Clearance and **Compliance Letters**

Case Lifecycle Timeline Dashboard

Einstein Next Best Action - PQs

Dealer name auto-suggestion, auto-population

Einstein GenAl automatic service bulletin search

Automatic Cas M Claim Reimbursement and Check Request **Routing and Tracking** Automation (C

> Einstein Next Best Action - PQs C

T2 Goodwill Claip Tool Automatid

Case Assignment (Kanban) -Mediation

Case Management -Time-sensitive tagging and display [M]

Einstein AI - Automate Goodwill Clain Evaluation

> Mediation Tool Automation 👅

Big Rocks (and Must Haves)

Email integration and enablement

Data integration

Case management and automation

Legend:

Complex

High

Medium

Low



Effort estimates

- Adjust Timeline
 - · Add 4 Development Sprints (12 weeks)
- · New Scope (Priority 1, 2)
 - T1 Inbound
 - T1-T2 Routing
 - Mediation Tool Automation
 - Big Rocks
 - · Data Integration
 - · Case Management Automation
 - · Email Integration
 - Einstein Al
 - · Customer Self-Service
 - Next Best Action
 - · Import/Export, Knowledge
 - · Critical Back Order
 - · T2 Claims / Reimbursement
 - · T2 Goodwill, Mediation, Check Request

	Original	Revised	Net Change	%
	proposal	estimate		Change
Number of requirements	260	387	127	49%
Effort Hours	41360	64949	23589	57%
Amount in USD	\$ 2,200,000	\$ 3,454,643	\$ 1,254,643	57%
Blended Rate	\$ 53.19			

▶ R1 Development	Mon 3/24/25	Fri 9/5/25
Extended Development	Mon 9/8/25	Fri 11/21/25
Revised SIT	Mon 11/24/25	Fri 1/2/26
Revised Regression	Mon 1/5/26	Fri 1/16/26
Revised UAT	Mon 1/19/26	Fri 2/13/26
Revised Deployment	Mon 2/16/26	Fri 2/27/26

Requirements T1 Inbound 13 11 T1 Inbound Mexico 8 T1 Inbound Powersports PCRM inbound SMS 4 T1/T2 Routing 4 T2 ASK Dave 1 T2 Claims 6 T2 Case Mgmt reimbursements 5 T2 Critical Backorders 8 7 T2 Godwill process 6 L1 Mediation 5 T2 Mediation 11 T2 Mediation Check Request T2 Import-Export 8 T2 Powersports 17 T2 in car Technology 4 T2 DCR-Live Chat 7 Knowledge & Training 2 **Grand Total** 127

Count of NEW

12/8 12/15 12/22 12/29 9/15 9/22 9/29 11/3 11/10 11/17 11/24 12/1 1/5 1/12 1/19 2/2 2/16 2/23

DEVELOPMENT Development

SIT

Regression

UAT

DEPLOY

Process Flow