

Overview

- Three main customer issues identified: high drop-off rates due to multiple touch points, slow response times, and manual form generation processes.
- Proposed a solution with three AI agents: customer service, sales, and operations to streamline communication channels and enhance user experience.
- Current customer data is fragmented across separate trade software, requiring integration with sales systems for efficiency.
- Centralized database will integrate all channels (WhatsApp, website, SGCarMart, Carousel) to improve customer qualification and segmentation.
- WhatsApp business bot to offer 24/7 FAQs and simple query resolution with anticipated response time of 5-10 seconds.
- AI voice agent to manage test drive bookings, exemplified in a demo with a booking for Lu Tiang at 4pm.
- CTC grant covers 70% of project costs, requiring a 30% client contribution and five qualifying Singapore citizen workers for eligibility.
- Total project cost is \$65,000, with 30% client payment required upfront and reimbursement within three days post-claim.
- Two-month intensive support period will be provided, ensuring immediate response and establishing monthly maintenance fees under \$50.
- Website revamp included, maintaining the current Squarespace platform for easier management and enhancing professional look and functionality.

Notes

Project Overview & Problem Statement (00:20 - 12:24)

- Three key issues identified: multiple touch points causing customer drop-off, slow response times, and manual form generation processes.
- Proposed solution involves deploying three AI agents: customer service, sales, and operations agents to centralize all communication channels.
- Current customer data sits in separate car trade software that's not linked to sales systems.

Technical Solution Architecture (03:48 - 19:52)

- All channels (WhatsApp, website, SGCarMart, Carousel) will funnel into centralized database with main AI agent for customer qualification and segmentation.
- WhatsApp business bot will provide 24/7 initial response for FAQ and simple queries with 5-10 second response time.
- AI voice agent demonstrated for test drive bookings with automatic appointment confirmation and reminder system.
- Form generation system will pre-populate customer data across test drive, insurance, and loan applications.

Demo Presentations (14:00 - 19:52)

- WhatsApp chatbot demo showed real-time database integration pulling car information from website.

- Voice agent demo successfully handled test drive booking for BMW XM at 4pm with customer name Lu Tiang.
- Form generator mockup displayed two-page customer input form with document preparation options.

Grant Process & NTUC Requirements (30:08 - 39:57)

- CTC (Company Training Committee) grant covers 70% of project cost with 30% client contribution.
- Tomorrow's 4pm NTUC meeting requires signing MOU and joining union membership.
- Five impacted workers required for grant qualification, must be Singapore citizens, minimum \$150 skill allowance for three months.
- NTUC membership costs \$9 per month with benefits including FairPrice Link points and insurance discounts.

Project Specifications & Costs (01:01:42 - 01:08:24)

- Total project cost: \$65,000 with 70% government funding, 30% client payment.
- Payment structure: 100% must be paid before claim submission, with 30% to be reimbursed to client within three days.
- Project timeline: Approximately one month for approval after grant submission, with flexible implementation timeline based on client needs.

Technical Implementation Details (01:00:04 - 01:21:23)

- Website revamp included in bundle with improved professional look and backend functionality.
- Current website hosted on Squarespace, recommendation to maintain same platform for easier content management.
- AI bot boundaries will be set conservatively to ensure human handoff for complex inquiries.
- Integration with existing LTA systems possible for automatic data pulling.

Follow-up & Support Structure (27:13 - 28:47)

- Two-month intensive support period with immediate response guarantee.
- Monthly maintenance fees to be discussed, estimated under \$50 per month for tools and database hosting.
- Business Requirements Document (BRD) to be finalized after multiple discussion rounds before development begins.

Action items

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- Send draft grant application to NTUC for pre-approval review (01:13:43)
- Send MOU sample document to Shirley for review before tomorrow's meeting (01:13:43)
- Send grant application document to Shirley for signature and review (01:13:43)
- Contact client at 5pm tomorrow to follow up on NTUC meeting outcome (01:24:27)

- Provide step-by-step guide for required system sign-ups and setup (01:22:56)

Unassigned

- Attend NTUC meeting tomorrow at 4pm to sign MOU and discuss union membership (30:08)
- Review and sign grant application documents after NTUC meeting (01:13:43)
- Provide employee details for 5 impacted workers (Singapore citizens only) (52:52)
- Determine current database software access capabilities for integration planning (12:24)
- Decide on payment milestone structure for project implementation (01:12:06)