BDC Smart Response Library Project Plan

Goal: Develop and implement a smart response library for the BDC that automates intelligent,

timely, and personalized responses across email and (eventually) real-time phone conversations.

Success Metrics:

- Appointment Conversion Rate: Increase by 15–20% within six months.

- Response Speed: Average under 5 minutes.

- Efficiency: Reduce manual workload by 30%+.

- Engagement: Improve open/reply rates by 10–15%.

- Process Compliance: Ensure 95%+ VIN Solutions task completion.

Phased Timeline (12 Months):

- Phase 1: Discovery & Design (Map workflows, draft scenarios).

- Phase 2: Build & Pilot (Initial automation + integration).

- Phase 3: Full Email Deployment (Rollout across BDC).

- Phase 4: Expansion & Optimization (AI-assisted phone + live inventory).

- Phase 5: Scale & Continuous Improvement (Expand system + review cycles).