



BDC IN A BOX™

THE COMPLETE BDC OPERATING SYSTEM

EVERY PROCESS. EVERY TOUCHPOINT. EVERY TOOL YOU NEED.



Proven Systems
Built by experts.
Tested in real
dealerships.



Measureable Results
Higher show rates,
more appointments,
more sales.



Consistent Performance
Standardized processes
that drive consistent
results.



Stronger Teams
Clear expectations,
better training,
higher retention.

EVERY STAGE. EVERY PROCESS. COVERED.

BDC in a box includes complete Standard Operating Procedures for every critical stage of the customer journey.

Internet Leads
Fast, consistent
response processes
that convert more
leads

Phone Leads
Proven call
handling
procedures that
build trust

Text & Chat Leads
Templates and
workflows that
keep conversations
moving forward

Service to Sales
Turn service
interactions into
real sales
opportunities

Trade-In & Equity
Identify and
capitalize on every
trade and equity
opportunity

Appointment Setting
Qualified
conversations that
lead into more
appointments

Rescheduling
Keep appointments
intact with easy
and effective
processes

Unsold Follow up
Stay in touch and
top-of-mind at
every stage of the
sales cycle.

Lease Maturity
Proactive outreach
that turns
maturities into
sales

**Appointment
Confirmation**
Reduce no-shows
with proven
strategies

Lost Lead Recovery
Bring lost
opportunities back
to life with smart
re-engagement

**Missed Appointment
Recovery**
Win back missed
opportunities and re-
engage faster

SCRIPTS THAT CONNECT. TEMPLATES THAT CONVERT.

Professionally written scripts and templates for every step of the customer journey.

Phone Scripts
Purpose built call scripts
for every lead type in the
sales journey

Appointment Confirmation
Templates to confirm,
remind and reconfirm
appointments

Text Templates
Short, effective texts that
are human like and get
responses

Follow Up Campaigns
Multi-touch plans for
internet, phone and
showroom leads

Email Templates
Branded emails that
inform, build trust and
convert

Voicemail Scripts
Clear, concise voicemails
that get quicker and more
call backs

Objection Handling
Responses to the most
common objections and
hesitations

Custom To Your Store
Every script and template
is tailored to your brand,
voice and standards.

PROCESSES THAT CREATE CONSISTEN CONSISTENCY THAT DRIVES RESULTS.



**Strategy &
Structure**
Organizational
structure,
roles,
responsibilities
& performance
standards



**Processes &
Workflows**
Step-by-step
SOPs for every
lead type and
customer
touch points
throughout



**Hire &
Onboard**
Job
descriptions,
interview
guides,
30/60/90 day
onboarding



**Training &
Development**
Training
guides,
coaching tools
& ongoing
team
development



**CRM &
Technology**
CRM
standards, lead
routing,
automations
and best
practices



**KPIs &
Dashboards**
Track what
matters,
monitor
performance
and drive
results



**QA &
Accountability**
Scorecards,
checklists,
monitoring &
feedback loops
for your entire
team



**Follow Up
Systems**
Unsold, lost,
inactive &
service to sales
done for you
retention
campaigns

YOUR JOURNEY. 30 DAYS TO TRANSFORMATION

1

2

3

4

5

SUBMIT APPLICATION

Tell us about
your
dealership and
your goals

APPLICATION REVIEW

We'll review
and schedule a
strategy call
with you

SECURE YOUR BUILD

Investment
received. Your
production is
reserved

WE BUILD (30 DAYS)

We create a
fully custom
BDC operating
system

LAUNCH WITH CONFIDENCE

We deliver. You
implement and
continue to
grow

LIMITED SPOTS. MAXIMUM IMPACT.

Applications are now open.

Because every system is built specifically for each dealership, we accept a limited number of projects at a time.

APPLY TODAY TO SECURE YOUR SPOT

Let us build your BDC. Your advantage starts now.

WHAT IS INCLUDED

BDC in a box includes complete Standard Operating Procedures for every critical stage of the customer journey.

✓ Leadership & Business Strategy

Executive Implementation Guide
BDC Organizational Structure
Roles & Responsibilities
Compensation Recommendations
Performance Standards
Goal Setting Framework
Growth Roadmap

✓ Scripts & Templates

Phone Scripts
Text Templates
Email Templates
Voicemail Scripts
Objection Handling Guides
Lost Lead Recovery
Appointment Confirmation & Reminders

✓ Standard Operating Procedures (SOPs)

Lead Management
Appointment Management
Sales Support & Opportunities
CRM Standards
Customer Experience Journey
KPI Dashboard
Management Toolkit
Quality Assurance
Team Training
Marketing & Lead Generation
Automation & Workflows
Performance & Accountability
30/60/90 Day Onboarding
Communication Standards
Referral Strategies
Hiring & Recruitment
Service to Sales Process

AND
MORE...