

BDC Solutions

High-performance sales and service support for every stage of the customer journey.

Who We Are

Dynamic BDC, Shift Digital's Concierge division, combines the efficiency of AI with the expertise of trained automotive professionals. With an experienced team of 500+ U.S.-based agents with Spanish and French capabilities, we partner with OEMs and dealerships across North America to capture more opportunities, deliver measurable results, and build stronger customer relationships.



Sales Programs

Hybrid AI + live agent support for omni-channel sales campaigns to drive traffic to your showroom.

- **Lead Nurturing** | Real-time follow-up via text, email, and phone
- **Unsold Lead Follow-Up** | Re-engage customers who haven't purchased
- **Equity Campaigns** | Target high-equity customers to replenish inventory
- **Lease Renewal** | Secure the next sale before lease expiration

Service Programs

Smart, scalable service solutions that keep customers coming back.

INBOUND SERVICE SCHEDULING

- 24/7 frontline assistance via AI + live agents

OUTBOUND SERVICE MARKETING

- **Recalls** | Verify via NHTSA, customized to parts availability
- **First Service Appointment** | Build loyalty with new owners
- **Lost Service Customers** | Re-engage after 9–18 months
- **Telematics** | Immediate outreach from diagnostic alerts
- **Declined Service** | Outreach for declined services
- **Regular Maintenance Intervals** | Schedule based on factory recommended intervals