



BDC on Demand

A fully trained BDC. Without building one.

Stop losing the leads you've **already paid for.**

Most dealerships don't have a lead problem — they have an engagement problem. Slow responses, missed calls, generic scripts, after-hours silence. BDC on Demand is a fully trained, US-based BDC that drops into your store and handles every lead, every call, every department — the way you'd handle it yourself if you had the bandwidth.

FULL COVERAGE

Sales & Service. Inbound & Outbound. Every channel.

	INBOUND	OUTBOUND
SALES	Inbound Sales Internet leads, phone ups, chat hand-offs — booked and reconfirmed.	Outbound Sales Lead nurture, unsold follow-up, equity mining, reactivation.
SERVICE	Inbound Service Appointment booking, service inquiries, recall scheduling.	Outbound Service Declined-service follow-up, no-show recovery, CSI rescue.

WHY PINNACLE

The reps answering your phones are coached by **the same trainers who coach yours.**

Every Pinnacle BDC rep is coached weekly by the same performance trainers who run our in-dealership programs — measured against the same mystery-shop benchmarks we use to grade your floor. One playbook. One standard. Nobody else in the market can say this.

WHAT YOU GET



Sub-5-Minute Response SLA

Every internet lead, every time — nights, weekends, surge included.



In Your CRM, On Your Terms

Direct CRM integration. OEM-compliant scripts. Clean hand-off to your floor.



Weekly Performance Dashboard

KPIs to leadership, call recordings on demand, transparent coaching notes.



Live on Your Floor in 14 Days

Process audit, script customization, dedicated account lead — not a ticket queue.

Let's build your BDC.

15-minute discovery call. We'll walk your lead flow, find the leaks, and show you exactly what BDC on Demand would handle.

(704) 471-4634

PDSDDealer.com