

Client Name: Pacific Pro Services

1st Call:

- Standard call showed client quoted \$225 and explained the plan
- Customer has registered himself and expects a card this week.
- Closer takes down the information and services.
- Client built the website by himself.
- Also offered voice search for \$50.
- Payment was charged
- Customer was first put on hold for 1 min 32 sec and the closer asked if he is there he answered yes and closer said ok and then put him on hold without saying anything for another 1min 53 sec.
- Disclaimer was not given properly
- Closer didn't mentioned that the email would have a calendar where he can schedule a call with CST rep and didn't addressed the customer that CST call would be in next 24-48 hrs.
- Closer wasn't able to address the customer that his bill would start after the listing is live on Google.

QA Department Notes:

Customer is very easy to talk to and very co-operative. A good potential client and can work with us for a longer run. He has registered himself on GMB and is waiting on postcard which was due this week. The website he has was designed by himself.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

- | | |
|--------------------|-------|
| • Name | |
| • Email | |
| • Business Address | |
| • Cellphone Number | (Yes) |
| • Services | (Yes) |
| • Keywords | (-) |
| • Radius Miles | (-) |
| • Listings Status | (No) |
| • Notes on CRM | (Yes) |
| • Calls Committed | (No) |

- Insisting more miles (No)
- Commitment of phone ringing (No)
- Reg On GMB (coached) (No)
- Social. Media Handling (No)
- Guarantee Of ROI (First Month) (No)
- Scrapping Reviews (No)
- SEO Procedure Explained (Yes)
- Information in CRM (Yes)
- No of sale call mentioned in Notes (No)
- Disclaimer read properly (No)