

Client Name: Angies Meal Prep

1st Call:

- Talked about landing pages showed speedy.
- Quoted \$250 for 5 landing pages.
- [Timestamp 07:24] I'm confiding myself to get you traffic get you return on investment so if you see that you are getting traffics getting clicks getting impressions and getting discoveries only then we will proceed to the next month.
- Client was giving the cities and call got disconnected.

2nd Call:

- Create homepage with YouTube contact form and 12 pages for areas in 10-15 working days. in \$500
- \$200 for GMB
- [Timestamp 12:47] \$200 for the marketing to rank up your business on google it would be a one-time charge.
- Explained the payment plan and charged the payment
- Customer wants the activation call in the morning pst time.
- Also needs a domain
- Registration on GMB not coached and customer wasn't aware of the time it would take for the postcard to arrive as well as the next billing date that would be a month after registration.

QA Department Notes:

Customer is very easy to talk to and very co-operative. We will provide her with 12 landing pages of her target cities as well as a homepage with videos and contact form. She is also not registered on GMB and wasn't explained the process of registration and also wasn't told the billing procedure. She is expecting a call in the morning pacific time from CST. CST agent would need to clarify to the customer that it's a month to month service as well as register her and explain the registration and billing process.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

- Name
- Email

• Business Address	
• Cellphone Number	(Yes)
• Services	(Yes)
• Keywords	(-)
• Radius Miles	(-)
• Listings Status	(Yes)
• Notes on CRM	(No)
• 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	(No)
• Information in CRM	(Yes)
• No of sale call mentioned in Notes	(No)
• Disclaimer read properly	(Yes)