

Client Name: Upnotch LLC

1st Call:

- Customer has good reviews on google with 44 reviews with 4.8 stars
- Quoted \$225
- Showed him clients and scheduled a call for Saturday
- Customer said if he doesn't get the results he will fire us in 3 months.
- Committed 10 miles

2nd Call:

- [Timestamp 03:09] And that's my goal here, to work with you for a longer run till your retirement and that is only going to be possible Stanley if I'll get you traffic, get you return on Investment within the first month.
- Took services and information
- He also wants to target Jacksonville FL in future as well.
- Client said that if I see the results he will keep with us for life.
- Charged the payment
- Gave the disclaimer and call ended

QA Department Notes:

Customer is very easy to talk to. We committed 10 miles, showed him clients was satisfied, Customer is looking forward to the project and is looking to expand in FL and said he would hire us for that as well if we show him good results. He has good ratings as well. Can be a good future prospect of the company.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

- | | |
|--------------------|-------|
| • Name | |
| • Email | |
| • Business Address | |
| • Cellphone Number | (Yes) |
| • Services | (Yes) |
| • Keywords | (-) |
| • Radius Miles | (10) |

• Listings Status	(yes)
• Notes on CRM	(Yes)
• Calls Committed	(No)
• Insisting more miles	(No)
• Commitment of phone ringing	(No)
• Reg On GMB (coached)	(N/A)
• Social. Media Handling	(No)
• Guarantee Of ROI (First Month)	(Yes)
• Scrapping Reviews	(No)
• SEO Procedure Explained	(Yes)
• Information in CRM	(Yes)
• No of sale call mentioned in Notes	(No)
• Disclaimer read properly	(Yes)