

Client Name: Vertz Home Services

1st Call:

- Standard call explained the procedure and the plan
- Client said he travels 30 miles.
- Committed 10 miles.
- Quoted \$200
- Told the client that next bill would be after 40 days.
- Created his listings and a one-page website
- charged the payment
- gave the disclaimer
- cancelled his yelp and call ended

QA Department Notes:

Customer is very easy to talk to. He just started his business is running part time. All procedures were explained to him. We registered him on GMB and created him a GMB website as well. We cancelled his yelp ads as well. Good Call.

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 | (No) |
| • Notes on CRM | (Yes) |
| • Calls Committed | (No) |
| • Insisting more miles | (No) |
| • Commitment of phone ringing | (No) |
| • Reg On GMB (coached) | (Yes) |
| • 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 (Yes)