

Client Name: Action Aluminum

1st call

Emilia called but the customer was busy and asked her to call at 4 his time

2nd call

Important Points of Call:

- Emilia asked if he has idea about GMB and he said **that he hired a company before** and didn't see the results.
- He got calls out of his jurisdiction from Tampa and his **only licensed for Pasco county FL** and calls are about repair and small scraps
- Client is currently getting calls from Tampa where he isn't allowed to provide service. Whereas, he needs calls from Pasco County.
- Client Specifically mentioned **I don't need calls for small repairs and Small Scraps**
- Closer said we will show the results for **30 days** and if it makes sense to you, then only move to the next month.
- Closer (Emma) found that he worked with **city local i.e. landing pages**. She explains him the difference between GMB and landing pages and their marketing strategy. He asked for the price again and she **quoted \$200**.
- Customer said that he is not looking for repair jobs because they are cheap.
- Customer says that if he gets like 10 calls at tops, and if that happens it would cost him 20 dollars per call and that's expensive and as a rebuttal she told him about keywords she said that we will target keyword, if each keyword has 2k searches in total he would have total of 17k searches.
- Customer asked that how many days it all would to talk to setup and mentioned that she told him 30 to process and get together all the stuff and she said yes while he is not registered on google yet.
- Client asked how long will the setup take? Closer mentioned 30 days and later on figured out he is not registered on Google. After finding this out, closer mentioned your bill will be due after 40 Days
- She again says that after 30 days "i will give you a call"(time stamp 16:05)
- She starts to register him on google and client asked her to take all the information from Yelp.
- Closer took the information and sent the email. Client gave his landline number

3rd Call:

- Closer started explaining him the email and started taking the information. **Closer registered him on Google. at 12:45**
- Closer Activated his account with TPR. **(Payment Charged)**
- She proceeds with the disclaimer. She also explained that as he is not registered on google so he will be **charged after 40 days.**

QA Department Notes:

Closer was unable to give a clear image of our Customer Success Team and client had an idea that the billing department would be calling him. We would highly appreciate if CS Team explain the working of your Department for a better understanding.

Cross Checking the Information on CRM:

(Mentioning only incorrect Information)

- Name : Action Aluminum LLC
- Services: He mentioned a service which sounded for Lanai, that was missed by the closer.