Response Guide/FAQs for Demo Account

**1. Company Profile:**

***Please provide the business description if it is different from the website. We usually pull this info from the client's own website.***

A company profile introduces a business's mission, goals, vision, and history. In most cases, a profile includes an 'About Us' section that narrates how the company was founded, its why's, and a section that introduces leadership team members.

**2. Lead Qualification Questions:**

***The agent will attempt to ask the following questions during the chat conversation:***

1. *Visitor’s Name*

2. *Phone number*

3. *Email Address*

4. *Services/Products they’re looking for*

5. *How soon do they require services*

6. *Location where the services are required (Complete address including City/State)*

***General Questions:***

May I have your first and last name, please?

In order to assist you better, may I have your phone number and email address please?

May I also have your contact number please, in case we're not able to reach you via email?

Do you have an email as well that I can include along with the information?

**Highlighted below are the most important questions with respect to the Demo Account:**

**Can you please tell me a little about the product or service you’re looking for?**

**What City/State are you located in?**

**How soon do you need our services/products?**

***Ending:***

Thank you! I have everything I need to give to one of our Specialists. You'll hear back within 24 hours at a minimum but it is usually much sooner than that and don’t hesitate to come back if you have any questions!

Expect to hear from us soon and don’t hesitate to come back if you have any questions!

**3. Services we offer:**

***Please mention the specific details of the services and products. A few examples for the Demo Account are given below:***

This section consists of the FAQs, offered services and useful URLs.

**4. Recommendations:**

***This section includes various examples that will be used by our chat agents to answer specific service related questions for which we don’t have answers.***

I wish I could answer that for you, but unfortunately our Specialists are the only individuals with the experience to answer that accurately. Would you like me to have one of them contact you to provide you with more information?

One of our Specialists can discuss this in greater detail and provide you with pricing, etc.

I recommend you speak with one of our Specialists who can review your request and recommend possible options moving forward.

One of our Specialists can recommend what would work best for your situation.

Our Specialists can contact you to answer additional questions and set up a free consultation. Would you like me to have them contact you?

One of our Specialists can help with this. Would you like me to have them contact you?

I'm sorry; I'm not a Specialist and am not able to answer your specific questions. I am just in charge of information collection. May I have someone from our office contact you? They can assist further.

I apologize; I don't have access to that information, but will be happy to forward your request to one of our Specialists who can help you. What is a good number and/or email address to reach you?

**5. General answers:**

***Some examples of generic responses. These include various answers that will be used by our chat agents to answer the generic question for which we don’t have any answers from the client's end.***

I am an internet agent representing the company for visitors to their website. I would be happy to pass your contact information to a Specialist who can answer more specific questions and assist you further.

I apologize; I don't have access to that information, but will be happy to forward your request to one of our Specialists who can help you. What is a good number and/or email address to reach you?

We respect your privacy. We do not maintain/share any sort of lists, and we do not send junk/spam emails. We only contact customers who have asked to be contacted.

I can understand your concern and we respect your privacy. We need your information for correspondence with our office, regarding your inquiry. We only contact visitors who have asked to be contacted.

I apologize, I don't have access to the current list of job openings. However, here is the link to our career page:

For your convenience, I can have the information emailed. Would that be fine?

I apologize for the delay. For your convenience, I can mention this with your contact details and make a request to contact you as soon as possible.

**6. Pricing:**

***Please share if there is any specific pricing structure available. Otherwise, agents can use the following responses:***

**How much do you charge for your services?**

As each job is different, it’s not possible to provide an accurate estimate over the internet. However, I can have our Specialist contact you to discuss your situation, talk about pricing and your options. Would you prefer that?

**Do you have financing available?**

I can have one of our Specialists contact you to discuss your situation and talk about your options. Would you prefer that?

**7. Consultation:**

***Please confirm if the consultation services are available for free or do you charge separately for consultation. Following answers will be used as per the situation:***

The best way to get your questions answered is to set up a free consultation with one of our Specialists. Would you like to speak with a Specialist who can assist you further?

**8. Service Area:**

***Please confirm the service area/jurisdiction of work and timings of the services.***

We provide services in \*specify service area\*

**9. Business Contact:**

***Please provide the contact info if it is different from the website. We usually pull this info from the client's own website.***

We are located at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

We can be reached at (555) 555-5555 and via email at noemail@email.com.

Here is the link with directions to our office: \*Google maps link (if any)\*

**Hours:**

Mon to Fri: 9am–5pm

Saturday: 10am–3pm

Sunday: Closed