Experience in technology

1. Do you have experience customizing existing CRMs like Salesforce or building custom CRMs?
    a. Yes, definitely. We have a talented team with experience customizing Salesforce and building bespoke CRMs tailored specifically for each industry. We understand the unique needs of each industry, if not we do our thorough research prior to starting a project.

2. Do you have experience building custom CMS solutions or integrating with existing platforms like WordPress or Drupal?
    a. We've built custom CMS solutions for various clients, and we're also experts at integrating with existing platforms like WordPress and Drupal.

3. Can you ensure the CMS is user-friendly for content creators within our agency?
    a. User-friendliness for content creators is a top priority for us. Our solutions are designed to be intuitive and empower your team to easily create, manage, and publish content.

4. Do you have an understanding of and experience with cutting-edge technologies like AI-powered personalization, chatbots, or augmented reality (AR)?
    a. We stay at the forefront of new age technology. Our team has experience with AI-powered personalization, chatbots, and augmented reality (AR). We can discuss how these technologies can be strategically implemented to provide a more engaging customer experience.

5. Can you seamlessly integrate your developed software with our existing technology stack? How will you achieve this?
    a. Integrating your existing technology stack is crucial. We achieve this through a combination of skilled developers and a collaborative approach. Our team will work closely with you to understand your existing tools and ensure our developed software integrates seamlessly for a unified workflow.

6. Can the software you build scale to accommodate our growing needs?
    a. We understand that your needs will evolve. We build software with scalability in mind. Our solutions are designed to accommodate growth and can be easily adapted to integrate new features and functionalities as needed.

7. What kind of support and maintenance services do you offer after the software is developed?
    a. We don't believe in a "build it and forget it" approach. We offer comprehensive support and maintenance services. This includes ongoing bug fixes, security updates, and technical assistance to ensure your software continues to operate smoothly and efficiently.

Complementary skills

1. Do you offer training and support to the team on how to use the developed software effectively?
    a. Absolutely! We prioritize user enablement. We offer comprehensive training and support to ensure your team can leverage the software effectively. Our training programs are tailored to your specific needs and can include interactive sessions, user manuals, and ongoing support resources.

2. What development process do you follow?
    a. We follow a collaborative and agile development process. This allows for close communication and ongoing feedback throughout the project. We typically break projects down into manageable sprints, which ensures we're delivering value early and often, and adapting to your needs as we progress.

3. Do you have a data-driven approach to development, ensuring the software aligns with our overall goals and key performance indicators (KPIs)?
    a. A data-driven approach is at the core of our development process. We work closely with you to define your overall marketing goals and KPIs. We then leverage data analytics to inform the development process, ensuring the software directly contributes to achieving your desired outcomes.

4. Can you provide examples of past projects you've done for clients in our industry? Do you have references you can connect us with?
    a. We'd be happy to share success stories! We have experience developing various tools for agencies, tailored to their industry and needs. We can provide specific examples tailored to your needs and connect you with relevant references who can share their experiences working with us.

Project Management and Communication

1. Do you have a dedicated project manager who will handle communication and ensure the project stays on track?
    a. Absolutely. We assign a dedicated project manager to every project. They act as your single point of contact, handling communication, managing expectations, and ensuring the project stays on track. They'll be proactive in keeping you informed and addressing any questions or concerns that arise.

2. How often will you communicate project updates and how will you handle feedback?
    a. We prioritize clear and consistent communication. We'll establish a preferred communication cadence, whether it's weekly meetings, daily updates via email, or a combination of both. We actively encourage feedback throughout the process. Our

project manager will facilitate feedback loops, ensuring your voice is heard and adjustments are made as needed.

3. Do you deal with sensitive client data? How will you ensure the security of their data throughout the process?
    a. We understand the sensitivity of client data. Security is a top priority for us. We have robust security protocols in place, including secure servers, data encryption, and access controls. We also comply with all relevant data privacy regulations to ensure the security of your data throughout the development process.

4. How do you ensure transparency and keep us informed throughout the process?
    a. Transparency is key to building trust. We believe in keeping you informed every step of the way. Regular progress reports will detail project milestones, upcoming tasks, and potential roadblocks. We'll also utilize project tracking tools that provide real-time visibility into progress, timelines, and resource allocation.

5. Do you utilize project tracking tools that provide real-time visibility into progress, timelines, and potential roadblocks?
    a. Absolutely! We utilize industry-standard project tracking tools that offer real-time visibility into project progress, timelines, and potential roadblocks. You'll have access to these tools, allowing you to stay informed and collaborate effectively with our team.

6. Will we have access to project tracking tools?
    a. We believe in a collaborative partnership and want you to feel empowered throughout the entire development process. By combining a dedicated project manager, clear communication channels, and real-time project tracking, we ensure you're always in the loop and have the opportunity to provide valuable input.

7. What is your frequency for providing project status reports? What information will these reports typically include?
    a. We typically provide weekly project status reports. These reports will detail key information including:

        i. Progress Updates: A summary of completed tasks and progress made on current milestones.
        ii. Upcoming Tasks: A clear overview of tasks scheduled for the next week.
        iii. Resource Allocation: Details on how development resources are allocated across different project components.
        iv. Risk Assessment: Identification of any potential roadblocks and mitigation strategies.
        v. Action Items: Clear next steps and any outstanding deliverables requiring your input.

These reports are customizable, so we can tailor them to include specific information most relevant to your needs.

8. How do you manage communication with various stakeholders within our agency, including project managers, designers etc?
    a. We prioritize clear communication with all stakeholders within your agency. Our project manager acts as the central hub, facilitating communication between your project managers, designers, and our development team. We utilize a combination of communication channels, including regular meetings, email updates, and project management tools to ensure everyone is aligned and informed.

9. How do you incorporate client feedback into the development process?
    a. Your feedback is crucial to the project's success. We actively incorporate client feedback throughout the development process. We typically use a combination of methods like interactive demos to showcase progress and gather feedback on functionality and user experience, feedback sessions dedicated to discussing specific features and addressing any concerns, and project management tools that allow for collaborative feedback and issue tracking.

10. What is your process for handling revisions and change requests?
    a. We understand that project requirements can evolve. We handle revisions and change requests in a collaborative manner. Our process typically involves assessing the impact of the change request on timelines, budget, and overall project scope. Once the impact is clarified, we work with you to determine if a formal change order is needed. If approved, we create a revised plan outlining how the change will be implemented.

11. Is there a limit on the number of revisions per module? What will happen if we exceed them?
    a. While we encourage open communication and collaboration, we aim to manage expectations. Our proposals typically outline a reasonable number of revisions per module. If additional revisions exceed the initial scope, we'll discuss the impact and potential adjustments to the project timeline or budget.

12. What communication channels do you prefer to use (e.g., email, project management tools, video conferencing)?
    a. We are flexible and adaptable when it comes to communication. We primarily utilize project management tools for task management, file sharing, and real-time updates. We can also leverage email, video conferencing, or any other communication channel you prefer to ensure smooth collaboration.

13. How do you manage scope creep - the tendency for project requirements to change mid-development?

    a. We take a proactive approach to manage scope creep. This includes working diligently with you upfront to define a clear and detailed project scope that serves as a baseline for the project. We have a defined change management process to evaluate the impact of any proposed changes and ensure alignment with the project goals. We maintain open and transparent communication throughout the project, allowing for early identification of potential changes and adjustments as needed.

14. What steps do you take to ensure the project stays on budget and timeline?
    a. We utilize several strategies to ensure the project stays on budget and timeline. This includes investing time in upfront planning, creating a detailed project plan with realistic milestones and resource allocation. We use project management tools to track progress, identify potential deviations, and make adjustments as needed. We believe in transparent communication, proactively communicating any potential issues or risks that could impact timelines or budgets. Often, we follow an agile development process, which allows for flexibility and adaptation to changing needs while minimizing disruption.

15. What is your approach to identifying and mitigating potential project risks?
    a. We proactively identify and mitigate potential project risks by conducting risk assessment workshops to brainstorm potential risks and develop mitigation strategies. We create contingency plans to address identified risks, minimizing their impact on the project. We continuously monitor the project for any signs of potential risks and adjust plans accordingly.

16. How will you keep us informed of any potential roadblocks?
    a. We believe in open communication. We will keep you informed of any potential roadblocks through project status reports that highlight any identified risks or roadblocks, proactive communication from our project manager who will reach out to discuss any potential issues and proposed solutions, and regular meetings that can be scheduled to discuss specific roadblocks and ensure we're aligned on the path forward.

17. Do you have contingency plans in place to address unexpected challenges or delays?
    a. We understand that unexpected challenges can arise. We have contingency plans in place to address these challenges effectively. These plans may involve resource allocation adjustments to shift resources to address critical issues, schedule adjustments to account for unforeseen delays, or technology substitutions to leverage alternative solutions if necessary. Our goal is to minimize the impact of any challenges and keep the project on track.

Pricing and Rates

1. Do you offer fixed-price quotes for projects, or do you bill by the hour?
    a. We offer both fixed-price quotes and hourly billing models for projects. The best option depends on the project's complexity and scope.

2. What factors influence your pricing model selection?
    a. Several factors influence our pricing model selection, including the project's scope, timeline, required technologies, and level of ongoing support needed.

3. Can you provide a breakdown of the costs involved in a project?
    a. We can provide a detailed breakdown of the costs involved in a project. This typically includes developer costs, project management fees, potential technology licensing fees, and any other relevant expenses.

4. How do you handle changes to the project scope after the initial agreement?
    a. We understand that project requirements can evolve. If changes arise after the initial agreement, we follow a transparent process:

        i. Impact Assessment: We first assess the impact of the change on timelines, budget, and overall project scope.
        ii. Change Order Discussion: We'll discuss the impact with you and determine if a formal change order is needed.
        iii. Revised Cost Estimate: If a change order is necessary, we'll provide a revised cost estimate for the additional features or revisions.

5. What is the process for estimating and communicating the cost of additional features or revisions?
    a. We'll clearly communicate the estimated cost of any additional features or revisions before proceeding. This ensures you're informed and empowered to make informed decisions.

6. What is your typical payment schedule for projects?
    a. Our typical payment schedule involves an initial deposit upon project initiation, with progress payments tied to project milestones. We can tailor the payment schedule to your specific needs.

7. Do you require upfront deposits or milestone payments?
    a. While we typically require an initial deposit to secure resources and begin development, we're flexible in discussing milestone payments that align with project phases.

8. What payment methods do you accept?

    a. We accept various payment methods for your convenience, including bank transfers, credit cards, and online payment platforms.

9. Do you offer any flexible billing options, such as retainer agreements or performance-based pricing?
    a. We understand budget constraints. We can explore flexible billing options like retainer agreements, where you prepay for a set amount of development hours, or performance-based pricing models that tie a portion of our fees to achieving specific project goals.

10. Can you provide a ballpark estimate for developing our specific software needs?
    a. While a definitive estimate requires a deeper understanding of your specific needs, we can provide a ballpark estimate based on your initial project description.

11. Do you offer any services to help them optimize our budget for the project?
    a. Absolutely! We offer budget optimization services. This involves working with you to prioritize features, identify cost-saving opportunities, and suggest alternative solutions that deliver maximum value within your budget constraints.

12. Can you suggest ways to prioritize features or functionalities to stay within our budget constraints?
    a. We can help you prioritize features and functionalities based on their impact on your goals and return on investment (ROI). This allows you to focus on the most critical features first and ensure your budget is allocated strategically.
    We believe in transparent communication and collaborative budgeting. By understanding your needs and offering flexible options, we can develop a pricing and payment plan that fits your project and budgetary constraints. Would you like to schedule a consultation to discuss your specific needs in more detail?

Timeline and Deadlines

1. How much time do you typically allocate for the initial discovery and planning phase before development begins?
    a. We allocate significant time for the initial discovery and planning phase, typically 2-4 weeks depending on the project's complexity. This phase is crucial for defining a clear project scope, understanding your marketing goals, and establishing a realistic timeline.

2. Do you offer a phased development approach, allowing for the delivery of core functionalities first, followed by additional features in subsequent phases?
    a. We absolutely offer phased development! This allows for core functionalities to be delivered first, followed by additional features in subsequent phases. This approach

provides you with a functional product earlier and allows for adjustments based on user feedback before proceeding with further development.

3. How do you prioritize features and functionalities within the project timeline?
    a. Prioritization is a collaborative process. We consider factors like user needs, marketing goals, technical feasibility, and dependencies between features. We'll work with you to define a prioritized roadmap that ensures we deliver the most impactful features first and stay on track with the timeline.

4. Do you use an iterative development process that allows for ongoing feedback and adjustments to the timeline as needed?
    a. We heavily utilize iterative development processes. This allows for ongoing feedback after each development cycle. Based on your feedback, we can make adjustments to features and functionalities as needed, ensuring the final product aligns with your vision.

5. Can you share past examples of projects where you successfully met or exceeded deadlines?
    a. We'd be happy to share success stories! We have a proven track record of meeting and exceeding deadlines on various software projects. We'll be sharing this to you over mail. Please provide us your email if you didn't do it earlier.

6. What was your process for ensuring on-time delivery?
    a. Our process for ensuring on-time delivery involves:

        i. Detailed Project Planning: Upfront planning with clear milestones and resource allocation.
        ii. Agile Development: Flexibility to adapt to changing needs while minimizing disruption.
        iii. Regular Progress Tracking: Continuous monitoring of progress and identification of potential delays.
        iv. Transparent Communication: Proactive communication of any roadblocks or adjustments needed.

7. How do you identify and manage potential risks that could impact the project timeline?
    a. We proactively identify potential risks through risk assessment workshops and develop mitigation strategies. We continuously monitor the project for any signs of potential risks and adjust plans accordingly.

8. What is your plan for communicating and addressing any delays that may arise?
    a. Open communication is paramount. If any delays arise, our project manager will immediately communicate the issue, explain the cause, and propose solutions to get back on track. We'll work collaboratively to minimize the impact on the overall timeline.

9. How do changes to the project scope or requirements affect the timeline?
    a. Changes to the project scope or requirements can impact the timeline. We follow a clear process:

        i. Impact Assessment: We assess the impact of the change on timelines, resources, and budget.
        ii. Revised Timeline: If the change is significant, we'll provide a revised timeline reflecting the additional time needed.
        iii. Change Order Discussion: We'll discuss the revised timeline and any associated cost implications with you before proceeding.

10. Can you provide an estimate of how additional features or revisions might impact the delivery date?
    a. We can provide an estimate of how additional features or revisions might impact the delivery date. This estimate considers the complexity of the changes and their dependencies on existing functionalities.
    By investing in upfront planning, utilizing an iterative development process, and maintaining open communication, we ensure your project stays on track and delivers results within the agreed-upon timeframe.

Question in general

1. I want to know more about **X** service
    a. Thanks for your interest in our X service! We offer a comprehensive solution that includes
        i. Feature A
        ii. Feature B
        iii. Feature C
    Would you like me to send you a brochure with more details?

2. I want to know the price of **X** service
    a. The price of our X service can vary depending on the specific needs of your project. However, we typically offer
        i. Package A
        ii. Package B
        iii. Package C
    To give you a more accurate quote, could you tell me a little more about what you have in mind?

3. Will you be available in **X** timezone
    a. Yes, we have team members available in

        i. Timezone A
        ii. Timezone B
        iii. Timezone C

    to accommodate your needs. Feel free to let us know your preferred time zone for communication, and we'll make sure someone is available to connect with you.

4. I have a project in mind. When can I get in touch with your sales representative?
    a. That's great to hear! Our sales representatives are available from 8 am to 5 pm IST, Monday till Friday.

5. Do you offer free consultation?
    a. Absolutely! We offer free consultations to discuss your project needs and how our X services can help you achieve your goals. Would you like to schedule a consultation today?

6. What is your turnaround time for projects?
    a. Our turnaround time for projects varies depending on the scope and complexity. However, for a typical X service project, we can usually complete it within 3 to 4 weeks. Once we have a better understanding of your project needs, we can provide a more specific timeline.

7. How can I contact you to discuss my project further?
    a. You can reach us in a few ways! Feel free to mail us at info@company.com, call us at +1 8975 84759.

8. What is your experience with **X** industry?
    a. We have extensive experience working with clients in the X industry. We understand the unique challenges and opportunities faced by businesses in this sector, and we're confident we can help you achieve your goals.

9. What services do you offer?
    a. We offer a wide range of services to help you with the following needs:
        i. Service A
        ii. Service B
        iii. Service C
        iv. Service D

10. Can I get your rate card?
    a. While we don't have a publicly available rate card, we can provide you with a custom quote based on your specific project needs. Would you like to schedule a consultation to discuss your project and get an accurate quote?