

Chatbot Redesign – “Get a Quote” Qualification Flow

(English + French chatbot support required)

1. CHATBOT OBJECTIVE (READ FIRST)

The chatbot **must no longer sell individual services** (chatbot, voice assistant, FAQ bot, etc.).

Its purpose is to qualify a **custom AI automation project**, focused on:

- business processes
- automation & orchestration
- operational performance and ROI

The chatbot must:

- Understand the **business context**
- Identify **processes to automate**
- Qualify a **custom AI system**
- Prepare the ground for a **custom quote**
- Never present or suggest a service catalog

2. LANGUAGE REQUIREMENT (IMPORTANT)

The chatbot must support **both English and French**.

- English flow → for international users
- French flow → for French-speaking users
- Logic and structure are identical in both languages
- Only the language changes

3. REPLACEMENT OF THE “GET A QUOTE” FLOW

TO REMOVE COMPLETELY

- “Which service are you interested in?”
- Any selection like:

- Chatbot
 - Voice assistant
 - FAQ bot
- Any packages, plans, or technical service lists

4. NEW “GET A QUOTE” FLOW – ENGLISH VERSION

Question 1

What is your main objective right now?

- Reduce operational workload
- Automate internal processes
- Improve customer experience
- Handle or qualify more requests
- Build intelligent workflows

Question 2

Which processes would you like to automate or optimize?
(free input)

Examples (internal reference only, not shown as services):

- Customer request handling
- Support / qualification / routing
- Repetitive internal tasks
- Coordination between tools (CRM, email, data, etc.)

Question 3

Do you already use existing tools or systems in your operations?
(free input)

Goal: understand the ecosystem, not list integrations.

Question 4

What is the main challenge you want to solve?

- Time savings
- Cost reduction
- Scalability
- Structure & reliability
- Other (free input)

Question 5

Would you like to be contacted for a custom analysis and quote?

- Name
- Email
- Optional: additional project details

5. SAME FLOW – FRENCH VERSION (TO IMPLEMENT)

The **exact same flow** must be available in French, with equivalent wording and intent.

(Full French wording will be provided separately if needed, but the structure must be identical.)

6. CHATBOT RESPONSE RULES

Global rules (EN & FR)

- Never list services
- Never say “we offer X service”
- Always talk about:
 - custom AI systems
 - automation
 - orchestration
 - workflows
 - business processes
- Tone: **premium, consulting-oriented, non-technical**

7. PRICING ANSWER (IF ASKED)

English

Every project is unique. Pricing depends on process complexity, orchestration level, and business goals. A custom quote is provided after analysis.

French

Chaque projet est unique. La tarification dépend de la complexité des processus, du niveau d'orchestration et des objectifs business. Un devis personnalisé est établi après analyse.

8. EXPECTED RESULT

At the end of the flow:

- The chatbot qualifies a **project**, not a product
- Leads are more serious and business-oriented
- Positioning is fully aligned with:
 - advanced automation
 - AI systems
 - orchestration
 - premium / custom delivery