

# 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