



4 Jan 2026 10:40

 Tags ②[+ Add tags](#)**=** Company Name:

Ocean transworld

**=** Your Role in Business

Director

**A-** How long have you been in freight forwarding business?**A-** What Services do you offer? (Select all that apply)**A-** How many shipments do you process monthly on average?**=** How many people are currently handling the workflow you shared (40 steps)?

3-4

**A-** On average, how long does it take from customer inquiry to final delivery completion?**A-** Which of these 40 steps consume the most time for your team? (Select top 3)**=** What's the biggest operational challenge you face today?

It's time consuming

**A-** Where do most errors occur in your current process?**A-** How do you currently manage your shipment data?**=** What happens when an agent doesn't respond to your rate inquiry on time?

Send reminder

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On average, how long does it take to collect payment from clients?

30-45 days

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Do you currently use any automation tools or software?

Yes

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Specify what kind of automation do you use. (in short)

It's ERP

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What email system do you use?

Gmail (Google Workspace)

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What's your primary goal with automation? (Select top 2)

Scale business without hiring more people

Reduce documentation errors

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What does success look like for this project 3 months after implementation?

We're trying to double success ratio

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When do you need this automation system running?

Within 1 month

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What's driving the urgency (if any)?

Business growth/scaling

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Have you allocated budget for automation?

Not yet, exploring options first

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Who else will be involved in the final decision?

Me + business partner(s)

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What's your typical timeline for making purchasing decisions like this?

Less than 1 week

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Have you evaluated other automation solutions or consultants?

Yes, currently evaluating multiple options

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Is there anything specific about your workflow that we should know before Monday's call?

Have shared you entire flow we expect you to come with the solution

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≡ What questions do you want answered on our call ?

Is it possible if yes time line & cost

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IID Ending

A. Thanks for your response!

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🔗 Response ID

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1 selected