

GreenSheen Paints - Customer Support Call Transcripts

Call Transcript 2: AquaGlow, VividHue, EcoSeal

Agent (Jenna): Hi, this is Jenna at GreenSheen Paints. How may I assist you today?

Customer (Ms. Reed): Honestly, your AquaGlow Semi-Gloss didn't live up to the hype. It left lap marks all over my bathroom wall.

Agent: I'm really sorry to hear that, Ms. Reed. AquaGlow is one of our top products, and we definitely want to help you fix that.

Customer: Well it sure didnt act like a 'top product'.

Agent: Were you working in small sections and keeping a wet edge? That can really help with semi-gloss finishes.

Customer: I did my best, but your instructions werent very clear.

Agent: Thanks for pointing that out. I'll share that with the team. I'd be happy to send you a guide to help improve your next coat.

Customer: Im also not thrilled with VividHue. The color looked completely different than the swatch.

Agent: I understand your frustration. Lighting can impact how colors appear on walls. We always recommend testing a small area first.

Customer: You should print that in bold on the can. Not fine print.

Agent: You're rightclear instructions are key. I'll log that feedback. Would you like a touch-up recommendation?

Customer: No. Just fix it.

Agent: Understood. Lastly, I saw a product called EcoSealcan it be used on decks?

Agent: EcoSeal is great for indoor masonry and trimits not formulated for heavy foot traffic areas like decks.

Customer: Then what do you recommend? Because your site didnt say that.

Agent: Thanks for calling that out. For decks, we recommend our FlexDeck Clear Coat. I can send you all the specs.

Customer: You better. Ive already spent too much time fixing your brands gaps.

Agent: I really appreciate your patience, Ms. Reed. Ill follow up with detailed guidance and see what else we can offer to make this right.