

## Cold Call FAQ (Canvas Digital)

### General Questions

**Q: Who are you?**

A: I'm Ramiz calling from Canvas Digital. We've worked with you before on a past project, and I wanted to reconnect.

**Q: Why are you calling me?**

A: I'm following up since you previously purchased a service from us, and I'd like to share a new offer that could benefit your business.

**Q: How did you get my number?**

A: We already worked together in the past, so we're reaching out to reconnect with our existing clients.

**Q: Are you a scam?**

A: Not at all. We're Canvas Digital — you previously worked with us on your [last\_service] project on [purchase\_date].

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### Service-Related Questions

**Q: What did I buy from you before?**

A: You purchased [last\_service] on [purchase\_date].

**Q: Can you remind me what that service included?**

A: Sure. It included [brief service details from CSV].

**Q: What new service are you offering now?**

A: We're offering [new\_offer\_details] at only [new\_offer\_price].

**Q: How is this different from what I bought last time?**

A: Your last service was focused on [last\_service]. This new offer adds extra features such as automation, analytics, and support, designed to help your business grow faster.

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### Pricing & Money Questions

**Q: How much does it cost?**

A: Our new service is only [new\_offer\_price].

**Q: Why is it so expensive?**

A: We focus on quality and long-term results. This includes not just the setup, but also support, improvements, and updates tailored to your business.

**Q: Can you give me a discount?**

A: Right now, we're offering this at a special price just for past clients.

**Q: Do I have to pay upfront?**

A: We offer flexible payment options. If needed, we can discuss installment plans.

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## Objections / Concerns

**Q: I don't need this right now.**

A: I understand. The reason I wanted to mention it is that many past clients like you have seen great results upgrading sooner rather than later.

**Q: I'm busy right now.**

A: No worries. I'll keep it short — I just wanted to confirm your past project and share the new offer quickly.

**Q: I didn't like your service last time.**

A: I'm sorry to hear that. We've improved a lot since then, and this new service includes [improvement points].

**Q: Can you send me an email instead?**

A: Of course. I can send you the details after this call for you to review.

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## Technical Questions

**Q: How do I know this will work for me?**

A: Since you already purchased [last\_service], this new service is designed as the perfect next step to expand those results.

**Q: Do you provide support?**

A: Yes, all our services come with dedicated support to help you succeed.

**Q: Is this service customizable?**

A: Absolutely. We adjust the service to your business needs.

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## Ending the Call

**Q: I'm not interested.**

A: I understand. Thank you for your time, and I appreciate you taking the call.

**Q: Yes, I'm interested. What's next?**

A: Perfect. I'll send you more details right away and we'll set up the next steps.