

One Chat; Two Writing Styles

Here are two versions of the same text conversation with customer Lisa. In Sample 1, Lisa writes in a formal style and customer service agent Jake matches her style. In Sample 2, Lisa writes in a casual style and customer service agent Jake matches her style, without becoming unprofessional. Same questions, same outcome, different writing style.

Sample 1: Texting with a customer whose writing style is formal

Customer Service Agent Jake:	Hello, Lisa. I see you have a question about Red 30 Cloud Storage? How can I help?
Customer Lisa:	Hello, Jake. I'm a current Red 30 Cloud Home user. I pay \$4.99 per month. This plan is fine for my needs. However, I want to disable downloads for one document in my cloud storage. Can I do that without increasing my plan from Cloud Home to Cloud Business, which costs \$19.99?
Jake:	So I can better understand your needs, can you verify how many people you have using Red 30 Cloud Home?
Lisa:	One person. I'm the only one who uses Cloud Home.
Jake:	Thank you for clarifying.
Jake:	To answer your question, you can definitely share documents as well as disable downloads of those documents without having to upgrade to Cloud Business, but you would need to upgrade to Cloud Home Plus. Only our Cloud Business or Cloud Home Plus plans offer you the option to disable downloads that way.
Lisa:	How much is Cloud Home Plus?
Jake:	Cloud Home Plus is \$9.99/month, and Cloud Business is \$19.99/month.
Lisa:	I was hoping I would not have to upgrade and pay more. But if I have to do it, can I upgrade for one month only?
Jake:	Yes, you definitely can, as you can purchase a monthly subscription to Cloud Home Plus or an annual subscription. If you signed up monthly, you could use Cloud Home Plus for one month, then immediately cancel your subscription right after you sign up, and that would simply turn off the "auto-renewal" for that monthly subscription. You would not be auto-billed for another month after the first month you need.
Jake:	You can easily compare plans and get more information on that upgrade here: Red30Tech.com/Plans
Lisa:	Thank you for that information.
Jake:	Do you want me to upgrade your plan to Cloud Home Plus now? I can help with that.
Lisa:	No, thank you. I want to think about my other options.
Jake:	I understand. If you need further assistance or have more questions, feel free to text us or email us again: Red30Tech.com/Support
Jake:	Thanks for chatting with me today and I am glad that I was able to point you in the right direction! Have a wonderful rest of your day.

Customer Service Agent Jake:	Hello, Lisa. I see you have a question about Red 30 Cloud Storage? How can I help?
Customer Lisa:	Hey, Jake! What's up?
Jake:	Hey, Lisa! How can I help?
Lisa:	I'm a current Red 30 Cloud Home user. I pay \$4.99/ month. Cloud Home's fine for me. But here's the thing: I want to disable downloads for one document in my cloud storage. Can I do that without increasing my plan from Cloud Home to Cloud Business. Not interested in paying \$19.99/month!!
Jake:	Gotcha. So I can better understand your needs, can you tell me how many people you have using Red 30 Cloud Home?
Lisa:	Just me.
Jake:	OK, thanks.
Jake:	To answer your question, you can definitely share documents as well as disable downloads of those documents without having to upgrade to Cloud Business, but you would need to upgrade to Cloud Home Plus. Only our Cloud Business or Cloud Home Plus plans offer you the option to disable downloads that way.
Lisa:	How much is Cloud Home Plus gonna cost me?
Jake:	Cloud Home Plus is \$9.99/month, and Cloud Business is \$19.99/month.
Lisa:	Noooooooo. I was hoping I wouldn't have to upgrade and pay more. But if I have to do it, can I upgrade for one month only?
Jake:	Yes, you definitely can, as you can purchase a monthly subscription to Cloud Home Plus or an annual subscription. If you signed up monthly, you could use Cloud Home Plus for one month then immediately cancel your subscription right after you sign up, and that would simply turn off the "auto-renewal" for that monthly subscription. You would not be auto-billed for another month after the first month you need.
Jake:	You can easily compare plans and get more information on that upgrade here: Red30Tech.com/Plans
Lisa:	Thanks!
Jake:	Do you want me to upgrade your plan to Cloud Home Plus now? I can help with that.
Lisa:	Slow down, Jake! I'm thinking through my options. 😊
Jake:	Sure, take your time! 😊 If you need help or have any other questions, feel free to text us or email us again: Red30Tech.com/Support
Jake:	Thanks for chatting in with me today and I am glad that I was able to point you in the right direction! Have a wonderful rest of your day.