



## 1. Company Overview (For Intro & Embeddings)

**Name:** Consolation Furnishings

**Website:** <https://consolation-eight.vercel.app/>

**Category:** Premium sleep & comfort products (pillows, bedsheets, gift sets) [consolation-eight.vercel.app](https://consolation-eight.vercel.app)

**Mission:** Redefine comfort through thoughtful design and quality materials to help customers enjoy healthier, uninterrupted sleep. [consolation-eight.vercel.app](https://consolation-eight.vercel.app)

**Founded / Legacy:** Since 1998, rooted in decades of experience. [consolation-eight.vercel.app](https://consolation-eight.vercel.app)

**Contact:**

- Phone: +91 9910410711 [consolation-eight.vercel.app](https://consolation-eight.vercel.app)
- WhatsApp Link: Wa.me link for direct chat [consolation-eight.vercel.app](https://consolation-eight.vercel.app)
- Working Hours: Mon–Fri, 9:00 AM–6:00 PM [consolation-eight.vercel.app](https://consolation-eight.vercel.app)



## 2. Products & Key Offerings

**Product Categories:**

### 1. Pillows

- Memory Foam Pillow – Standard
- Memory Foam Pillow – Medium
- Dark MicroFiber Gadget Pillow
- Embroidered Pillow
- Bliss Pillow [consolation-eight.vercel.app](https://consolation-eight.vercel.app)

### 2. Bedsheets

- Soft Aura Bedsheet [consolation-eight.vercel.app](https://consolation-eight.vercel.app)

### 3. Gift Sets

- Gold Aura Gift Set (7 Pc) [consolation-eight.vercel.app](https://consolation-eight.vercel.app)

**Product Value Tags:**

- Premium materials & durability
- Ergonomic design for comfort
- Hypoallergenic & breathable fabrics [consolation-eight.vercel.app](https://consolation-eight.vercel.app)



## 3. CRM Use-Case Scenarios (Training Data)

To train your **WhatsApp & SMS AI CRM agent**, include structured scenarios like:

## **Lead Capture**

- “New contact interested in pillows”
- “Visitor clicked ‘Send Enquiry’ but didn’t complete form”
- “User asks product pricing or custom sizes”

### **Suggested Embeddings Tags:**

`lead_capture, product_interest, pricing_query, custom_order`

## **Customer Support**

Train responses for common WhatsApp/SMS queries like:

- Product material details
- Shipping & delivery timelines
- Return or warranty questions
- Bulk or custom size orders

### **Example Prompts for Embeddings:**

- “What are the return policies?”
- “Are your pillows good for neck pain?”
- “How long does delivery take?”

### **Tags:**

`faq_shipping, faq_returns, faq_products, customer_service`

## **Order & Enquiry Follow-Ups**

Automated sequences such as:

- *Remind user to complete order*
- *Confirm receipt of enquiry*
- *Ask for shipping address & contact*
- *Confirm custom size details*

### **Tags:**

`follow_up, order_confirmation, shipping_update, custom_order`