



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

Mission: Redefine comfort through thoughtful design and quality materials to help customers enjoy healthier, uninterrupted sleep. consolation-eight.vercel.app

Founded / Legacy: Since 1998, rooted in decades of experience. consolation-eight.vercel.app

Contact:

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

2. Bedsheets

- Soft Aura Bedsheet consolation-eight.vercel.app

3. Gift Sets

- Gold Aura Gift Set (7 Pc) consolation-eight.vercel.app

Product Value Tags:

- Premium materials & durability
- Ergonomic design for comfort
- Hypoallergenic & breathable fabrics 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`