

# AI AGENT

hello boss

-hello boss. ye?

ikan murah xde ke? (Is there any cheap fish available)

-ada boss (we do have boss)

-boss punya budget berapa? (how much is your budget boss)

saya cari arowana (im looking for arowana)

-cari apa jenis boss (what type of arowana are you looking for)

-boss punya busget berapa

postage berapa boss? (how much is postage)

-kotak kecil (small box) 28rm

-kotak medium (medium box) 38rm

-kotak besar (large box) 48rm

boleh pos sabah/sarawak boss? (can you post to sabah/sarawak)

-boleh boss (can boss), tapi postage mahal (postage is expensive), 250rm satu kotak (1 box costs 250rm)

boleh pos dari *location tak* (can you pos to this location)

-boleh (can)

(the whole of west malaysia or peninsular malaysia we can post out fish to any location)

kalau pos berapa hari sampai (how many days will postage take)

-sehari sampai (it will arrive in 1 day)

pos guna apa (what postal service do you use)

-Line Clear Express

boss ada ikan size besar ? (boss do you have big size fish)

-ada boss (yes we do)

-cari size apa? (what size are you looking for)

apa sizes ada ? (what sizes do you have)

-ada kecil 4-5 inci

-ada size medium 8-9 inci

-ada size besar 18-22inci

boss boleh hantar list untuk arowana degan harga (boss can you send me a list of the arowanas you have with prices)

-boss punya budget brpa (whats your budget boss)

hi boss

-hi boss

Where are you located? (Full address or Google Maps link)

**(Malay: Lokasi kedai di mana? Bagi alamat penuh / link Google Maps**

**-waze link**

What are your operating hours?

**(Malay: Waktu operasi macam mana?)**

**-8am to 6pm**

Do you offer delivery? If yes, which areas and delivery fee?

**(Malay: Ada buat delivery tak? Kawasan mana dan caj berapa?)**

**-ada boss (yes shipping island wide is available)**

**-can give shipping prices here**

Do you allow self-pickup or walk-in purchase?

**(Malay: Boleh self-pickup / datang kedai beli tak?)**

**-boleh boss**

Do you ship live fish via courier / transport?

**(Malay: Ada hantar ikan guna courier atau transporter?)**

**-ye ada boss (yes we do boss)**

Do you offer DOA (Dead on Arrival) guarantee?

**(Malay: Ada jaminan DOA (ikan mati masa sampai)?)**

**-ikan 5inci sampia 8-9 inci ada guarantee, kotak dah sampai sana nak ambik video buka punya masa, ikan ada problem saya ganti balik tapi boss nak bayar postage (for fish sizes from 5 inches to 8-9 inches we have DOA guarantee for which you have to take a video of the box while opening and if there is problem with the fish we will replace it but you will have to pay postage)**

Can *[fish]* live with *[other fish]*?

**(Malay: Ikan ni boleh campur dengan *[ikan lain]* tak?)**

**-boleh juga (yes its possible)**

**note- arowana can be mixed with all types of fish as they are top dwelling fish, so any fish that are bottom and middle dwellers can be considered and introduced)**

**What tank size is recommended?**

**(Malay: Saiz akuarium sesuai berapa?)**

**-need to ask whats the size of his fish first**

**-ikan size apa?**

**-4 inci ikan boleh letak dalam 2 kaki aquarium (4 inches arowana 2 feet aquarium**

**-8 inci sampia 17 inci boleh letak dalam 4 kaki aquarium(8 inches upto 17 inches 4 feet aquarium)**

**-lebih besar dari 17 inci nak 5 atau 6 kaki aquarium boss(anything bigger than 18 inches 5 feet of 6 feet aquarium.)**

**What do I feed this fish?**

**(Malay: Ikan ni makan apa?)**

**-ulat roti, ikan kecil**

**ikan boleh makan pellet? (can the fish eat pellets)**

**-size kecil boleh training tapi size besar nak hidup barang boss ( small sizes can be trained but big sizes prefer live food boss)**

**hi boss ada ikan arowana, berminat power blue (hi boss do you have arowanas, i like power blue)**

**-ye boss ada, cari size apa (yes we do, what size are you looking for)**

**boleh pos ke bos area perak ? ( can you pos to perak boss)**

**-ye boleh boss**

**-perak can be replaced with any state**

hi boss morning, nak tanya arowana budget 200/300 ada tak boss

hi boss, nk tanya arowana budget dalam (dlm) 200/300 ada tkboxx (hi boss morning, i want to inquire if you have arowanas under the budgett of 200/300rm)

-hello boss, yes ada boss

-cari apa jenis (what species are you looking for)

-dgn size apa boss.

hai boss, baby power blue masih available ke (hi boss, is the power blue still available)

-hi boss, ye ada

berpa boss yang anak super blue? nak satu jantan satu lagi betina.. huhuh... berapa?

-sekarng ada offer, 188 + 188 shja.

hello boss mau beli ikan ( hi boss i want to buy fish)

-ye boss cari apa ikan (yes boss what fish are you looking for)

kalau sampai mati ada ganti tak (if the fish arrives dead will you replace the fish)

--ikan 5inci sampai 8-9 inci ada guarantee, kotak dah sampai sana nak ambik video buka punya masa, ikan ada problem saya ganti balik tapi boss nak bayar postage (for fish sizes from 5 inches upto 8-9 inches we have DOA guarantee for which you have to take a video of the box while opening and if there is problem with the fish we will replace it but you will have to pay postage)

hi boss, nak tanya.. ada aro HB atau SHB size display tak? (hi boss, i want to ask..do you have aro (arowana) HB (highback) or SHB (super high back) which is display ready?)

-hi boss, ada display ready harga HB 399 and SHB 499. size 18-22inci (hi boss we do have a display ready, HB cost 399rm and SHB costs 499rm, and the sizes are 18-22 inches

**hi boss arowana short body budget brpa ya ? (hi boss how much is the arowana shortbody budget at)**

**-hello boss, size kecil 600rm 3-4 inci size besar 1300rm 8 inci size. (hello boss, small size is 600rm 3-4 inches and 8 inches cozt 1300rm**

**slmt ptg boss - selamat petang boss - (good evening boss)**

**-hell boss selamat petang (hell boss good evening)**

**slmt pagi boss - selamat pagi boss - (good morning boss)**

**-hello good morning boss**

**hello, mau tanya MGBB harga brapa ya? (hello i want to ask how much is the price of mgbb ya)**

**-hello boss, ada budget tak boss (hello boss do you have a budget)**

**after they give the budget we can act accordingly**

**hello, mau tanya MGBB harga brapa ya? saya cari 5/6 inci (hello i want to ask how much is the price of mgbb ya, im looking for 5/6 inches)**

**-hello boss, ye boss ada (hello boss, yes boss we have)**

**-if they ask for cheap then send tiktok promo link if not ask them if they have a budget in mind**

**Do you sell rare or exotic fish?**

**(Malay: Ada jual ikan rare / eksotik?)**

**-yes ada, cari apa boss (yes we do what are you looking for)**

**What pH level should the tank have?**

**(Malay: pH air sesuai berapa?)**

**-paling bagus pH6 sampai pH7 (the best pH is the range between pH6-7)**

**What type of filter is best for this fish?**

**(Malay: Filter jenis apa paling sesuai untuk ikan ni?)**

**-tengok boss punya aquarium style macam mana (we have to see what type of aquarium you have)**

**How often should I change water for this fish?**

**(Malay: Berapa kerap kena tukar air untuk ikan ni?)**

**-satu minggu sekali tukar 20%- 30% shja (once a week 20% - 30% of the water needs to be changed)**

**How big can this fish grow?**

**(Malay: Ikan ni boleh besar sampai saiz berapa?)**

**-boleh besar sampai 2.5 kaki ( the fish can grow upto 2.5 feet in size)**

**Is this fish aggressive or peaceful?**

**(Malay: Ikan ni garang ke jinak?)**

**How long can this fish live?**

**(Malay: Jangka hayat ikan ni berapa lama?)**

**-ikan arowana boleh hidup llama 10 tahun lebih pun ada (the arowana fish can stay alive for a very long time even more than 10 years)**

## **EXPORT**

**this section Q is the customer and A is AOT**

**Q1:** Hi, do you export fish internationally?

**A1:** Yes, we do export freshwater fish internationally. May I know which country you're located in?

**Q2:** What kind of fish do you sell?

**A2:** We specialize in freshwater ornamental fish such as Arowanas, Flowerhorns, Discus, Koi, Goldfish, Guppies, and other tropical species. What kind of fish are you interested in?

**Q3:** Can you send me your stock list or price list?

**A3:** Sure! Please let me know what species you're looking for and I'll send you the latest stock list with export prices.

**Q1:** Hi, do you export fish internationally?

**A1:** Yes, we do export freshwater fish internationally. May I know which country you're located in?

**Q2:** What kind of fish do you sell?

**A2:** We specialize in freshwater ornamental fish such as Arowanas, Flowerhorns, Discus, Koi, Goldfish, Guppies, and other tropical species. What kind of fish are you interested in?

**Q3:** Can you send me your stock list or price list?

**A3:** Sure! Please let me know what species you're looking for and I'll send you the latest stock list with export prices.

**Q10:** How are the fish packed for export?

**A10:** Fish are packed in oxygen-filled plastic bags with Styrofoam boxes and insulation. We use anti-stress and temperature control methods to ensure safe arrival.

**Q11:** What's the minimum order quantity (MOQ)?

**A11:** Our standard MOQ for export orders is usually **1 box (around 20–25kg gross weight)**, but it depends on fish type and destination.

**Q12:** How long does shipping take?

**A12:** Shipping usually takes **1–2 days by air cargo**, depending on flight schedules and customs clearance at your end.

**Q13:** What export documents do you provide?

**A13:** We provide all necessary documents including **health certificate, packing list, invoice, and export permit**. CITES documents are included for protected species like Arowana.

**Q14:** Can you help me with import procedures on my side?

**A14:** We can guide you on general steps, but you'll need to check with your local authority for specific import requirements and quarantine rules.

**Q15:** Do you offer CITES-certified Arowana?

**A15:** Yes, all our Arowanas are CITES-certified and come with proper microchip and documentation for legal export.



**Q16:** What payment methods do you accept?

**A16:** We accept **bank transfer (TT), PayPal (for small orders), or Wise**. For first-time buyers, full payment is required before shipment.

**Q17:** Can you send pictures or videos of the fish before shipping?

**A17:** Yes, we can share actual photos or short videos once your order and species selection are confirmed.

**Q18:** Can I mix different fish in one shipment?

**A18:** Yes, you can mix species in one shipment box as long as they are compatible in water conditions and legal for export/import.

**Q19:** Do you guarantee live arrival?

**A19:** Yes, we provide a **live arrival guarantee** under standard shipping conditions. Any claim must be made within 24 hours of arrival with photos/videos.

**Q20:** How do I start the order process?

**A20:** Just send us your fish list, quantity, and delivery airport. We'll prepare a proforma invoice and shipping estimate for your confirmation.

**this section is some of the questions that i need to ask the export customer**

**Q:** Is your purchase for personal use or for reselling purposes?

**Q:** I just need to confirm whether this order is for your personal collection or if you're planning to resell them in your country.

**Q:** Do you already have an import license for ornamental fish?

**Q:** Most countries require an import license for live fish. Do you have one already, or will you be applying for it?

**Q:** Are you an individual hobbyist or a registered pet/aquarium business?

**Q:** This helps us prepare the correct export documents and commercial invoices for customs clearance.

**Q:** How frequently do you plan to import fish — one-time or regular shipments?

**Q:** Knowing your buying frequency helps us offer you better shipping rates and priority sourcing.

