

OPENING & QUALIFYING QUESTIONS

❖ GREETINGS:

➤ Hi, I'm looking for {DM NAME}.

■ **Oh, hi- how's your day going?**

- That's great to hear!
- Sorry to hear about that!

■ That's unfortunate! But, how's your day going?

- **That's great to hear!**
- Well, I just had my 3rd cup of coffee for today.

◆ **So yeah. How's the business going?**

➤ Great! That's what I wanted to hear!

- {GK: Can I relay the message?} Yes, that would be great. Hopefully, you could relay the message to- him/her. So..

■ **Who am I speaking with again, I'm sorry?**

- Awesome! By the way..

❖ VERBATIM INTRODUCTION:

➤ **Sorry, I haven't introduced myself first. My name is..**

➤ Btw, this is **JOE** — executive manager calling from FPS for Ooma Office on a recorded line.

■ **So, how's the business doing in this area?**

- Great! That's what I wanted to hear!
- No worries, that's actually one of the reasons why I called today..

➤ So, I wanna know if you're familiar with Ooma?

- **Oh, good to hear!** Well, according to PC Magazine, Ooma is the #1 Phone provider for 10 years running.
- **I understand.** I mean, most people really don't know. But, according to PC Magazine, Ooma is the #1 Phone provider for 10 years running.

I'M NOT INTERESTED - Oh, that's unfortunate and I understand. Actually-
I'M BUSY - Oh, well, I'm sorry if I caught you in a bad time. But, that just means the business is doing good in this area, right?
IS THIS A SALES CALL / IS THIS A SCAM - Absolutely not. As a territory..
NO, WE'RE GOOD / NO, WE'RE NOT CHANGING - No, I'm not here to change anything.
GATEKEEPER - No, that's totally fine. I just need to get your insights for now and hopefully, you could relay the message to- him/her.

❖ ELEVATOR PITCH:

➤ **And- as a territory manager,** I must ensure that you're not paying too much, 'coz we found out that most of you guys are overpaying for the phones.

➤ But, are you, like, paying more than \$25 for your phone bills, right now?

- **I see. Well, that's a lot!**
- **Okay.** I mean, most people on the frontline of the business don't know, so that's fine!

➤ So, who's your (phone) provider?

- **Oh, what a great company you got right there!**
 - Does that mean, you also bundle your internet with them, as well?
- **Oh, I understand.** You know, most people I really spoke with, don't know.

➤ Is your phone connected to a wall jack or internet?

➤ Now, I just wanna confirm if we've got the correct email address here, so I could just maybe shoot you an email about this?

- I can personalize and give you a reference email that you can see while we're talking. It's **{EMAIL ADDRESS}**, correct?

- Now, based on what you see in the office, how many physical phones do you have?

- I see. So, how many phones can make or take both outbound and inbound calls at the same time?
- Awesome! So earlier, you mentioned that you have {X NUMBER} of phones, does that mean you also have, like, {X NUMBER} of employees?
- Oh, I see. Do you know how many ethernet ports you have, as well?
 - NO IDEA: That's fine!
- How about fax machines, do you have that, as well?

❖ Thanks btw, I appreciate you answering my questions. On the other hand, I wanna know more about how your business works, 'coz..

TRANSITION TO FEATURE PRESENTATION

- ❖ What's your business hours?
- ❖ You said earlier, you have (x number) of employees, but what type of calls are you getting everyday?
- ❖ You said earlier, you have (x number) of phones out of (x number) of employees, how do you communicate with your employee's that's working in the fields/remotely?
- ❖ How many calls do you receive every day?
- ❖ How do you manage those types of calls?
- ❖ Do you keep track of the calls that you missed?
- ❖ How do you keep track of your missed calls ?
- ❖ Are you able to listen to all of your voicemail?
- ❖ Do you get anonymous calls like robo calls or telemarketing calls?
- ❖ How does your customer reach a specific person without transferring them?
- ❖ How do you check your employees productivity?
- ❖ Is there an option for you to transfer calls during outages?
- ❖ Was there a time that you needed to go back to the office to send a fax to your customer?
- ❖ Since you have a lot of departments, how do you route your calls?
- ❖ Who's helping you manage all calls specially on peak hours?

- ❖ Have you experienced customers complaining about wrong item/ food/ service delivery? How does that impact your customers' perception of your business?
- ❖ When you put your customers on hold, do you have an option to add music to the background or just beep sound? Do they hang up on these situations?
- ❖ Have you dreamt of marketing other services that you have while your customer is on hold?
- ❖ How do you communicate with your employee's that's working in the fields/ remotely?
- ❖ Do you know your peak hours?