PCBancard

Role-Play Session Feedback

Score: 75/100

Generated: February 3, 2026

Performance Overview

Overall Score: 75/100

Key Strengths:
• Maintained persistence without becoming confrontational
• Used some elements of social proof by referencing 'Service Titan' users
• Closed the conversation with a confirmed appointment and clear next steps

Priority Areas for Improvement:
• Adapt language and emotional drivers to align better with Belonger prospect type
• Incorporate more curious and concerned tones early to build rapport and trust
• Avoid pushing features or comparisons prematurely; focus more on relational questions
• Apply NEPQ questioning framework more consistently to uncover pain points sensitively

Critical Technique Adjustments

NEPQ Technique Usage:
The agent followed some NEPQ principles but missed opportunities to ask more situation and problem awareness questions. There was little effort to explore the prospect's current feelings or challenges with their existing system before pitching.

Objection Handling:
Handled objections by reiterating benefits and offering assurances but did not validate prospect's concerns deeply or use empathetic language. The agent could have used more curiosity and concern to address fears about technology and disruption.

Rapport Building:
Initial rapport was minimal; the opening was a standard greeting without personalized or relate-to-prospect statements. The agent missed chances for connection questions that resonate with a Belonger's desire for community and safety.

Recommended Action Plan

Top Tip:
Start by asking gentle, open-ended questions that show you value the prospect's experience and

priorities, then use social proof and fear-of-loss drivers with a concerned tone to build trust before presenting solutions.