

## Client Name: Platinum Brothers Express LLC

### 1st Call:

- Standard call. Took the information from the client and activated the account
- Payment was charged
- Disclaimer given.
- As customer is not registered on Google the closer educated the customer about the registration process. Also she was informed that her next bill would be after 40 days.
- The customer was explained the SEO procedure that it would be a gradual process but we would be working to show progress every month and we will be first looking for your satisfaction than moving ahead for the next month.
- Call ended.

### QA Department Notes:

Customer is very easy to talk to. We will register her on Google. As customer is not registered on Google the closer educated the customer about the registration process. Also she was informed that her next bill would be after 40 days. The customer was explained the SEO procedure that it would be a gradual process but we would be working to show progress every month and we will be first looking for your satisfaction than moving ahead for the next month.

### Cross Checking the Information on CRM:

*(Mentioning only incorrect Information)*

- Name
- Email
- Business Address
- Cellphone Number (Yes)
- Services (Yes)
- Keywords (-)
- Radius Miles (-)
- Listings Status (No)
- Notes on CRM (Yes)
- Calls Committed (No)
- Insisting more miles (No)

- Commitment of phone ringing (No)
- Reg On GMB (coached) (Yes)
- Social. Media Handling (No)
- Guarantee Of ROI (First Month) (No)
- Scrapping Reviews (No)
- SEO Procedure Explained (Yes)
- Information in CRM (Yes)
- No of sale call mentioned in Notes (No)
- Disclaimer read properly (Yes)