

# Online Chat

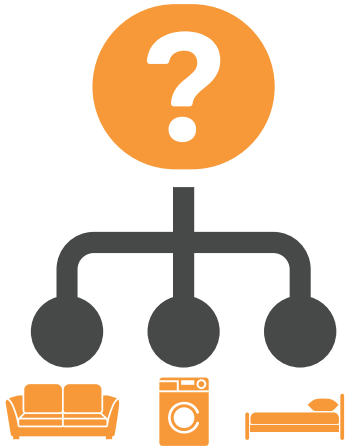
## Process & Script Guide





## Meet & Greet

1. Hello! Thank you for visiting (Your Store Name). How may we assist you in finding the perfect furniture or appliance today?
2. Good (morning/afternoon/evening)! Welcome to (Your Store Name). How can we help you make your living space more comfortable and functional?
3. Greetings! Delighted to have you here at (Your Store Name). What are you looking for to enhance your home decor?



## Product Inquiry

**Guest:** *Hi, I am looking for a modern-style sofa.*

Agent: Great choice! What color and fabric are you envisioning for your modern-style sofa?

**Guest:** *I need a new washer-dryer combo. What are my options?*

Agent: Sure! Are you looking for a specific brand or any particular features in the washer-dryer combo?

**Guest:** *I am interested in a dining table set for a small space.*

Agent: Absolutely! Could you tell me the dimensions you're working with for your dining area?



## Product recommendation

**Guest:** *I am looking for a new refrigerator. What do you have in stock?*

Agent: Certainly! Do you prefer a top freezer, a bottom freezer, or a side-by-side refrigerator?

**Guest:** *I am in the market for a new TV. What are the latest models you have?*

Agent: Great! Are you looking for a specific brand or any particular screen size or features for your new TV?

**Guest:** *I need a new sofa. Do you have any options for leather sofas?*

Agent: Of course! Are you interested in a particular color or style for the leather sofa?

## Objection handling

**Guest:** *Your prices seem a bit high. Do you offer any discounts or promotions?*

Agent: Thank you for bringing this up! We frequently have seasonal promotions. Would you like me to check our current offers for you?

**Guest:** *I can find a similar product for a lower price elsewhere.*

Agent: We understand budget is essential. Can you share the details? We may be able to match or even beat the price for you.

**Guest:** *I am not sure about the quality of your products.*

Agent: We strive for top-notch quality. Would you like to learn more about our warranty and guest satisfaction policy?





## Upselling

**Guest: I am interested in a new mattress. Can you recommend a good one?**

Agent: Certainly! We also have an offer on premium pillows that could complement your new mattress for an even better sleep experience.

**Guest: I am considering a new stove. What options do you have?**

Agent: Great choice! We also have a special on kitchen appliance bundles that include stoves, microwaves, and more—perfect for a complete kitchen upgrade.

**Guest: I am looking for a new coffee table.**

Agent: Excellent! How about considering a matching set with a coffee table and side tables to give your living room a cohesive and stylish look?

## Pricing & negotiation

**Guest: I am looking for a new sofa, but I am looking for a better price.**

Agent: Thank you for considering us! We value your business. Let's explore options. What budget are you working with? We may have some negotiation flexibility with special financing rates including no payment in (x) months for your needs.

**Guest: I can find a similar product for a lower price elsewhere.**

Agent: We understand budget is important. Can you share the details? We may be able to match or even beat the price for you. We want to ensure you get the best value.

**Guest: Can I negotiate the price on this dining table set?**

Agent: Thank you for asking! We can certainly explore pricing options. What is your budget for the dining table set, and are there specific features you are looking for?





## Provide store info

**Guest: What are your store hours and location?**

Agent: Our store is located at (Your Store Address). We're open from (Opening Time) to (Closing Time) from (Days Open).

**Guest: Do you have parking available at your store?**

Agent: Yes, we have ample parking space available right outside our store for our guests' convenience.

**Guest: How do I get to your store using public transportation?**

Agent: Our store is easily accessible by (bus/train/tram). The nearest stop is (Stop Name), just a short walk away from our location.

## Closing & follow-up

1. Agent: Thank you for considering (Your Store Name). If you have any more questions or need further assistance, We would love to schedule an appointment with you and show you all the options. We look forward to helping you create your ideal living space!

2. Agent: It is been a pleasure assisting you today. If you need any more guidance or have further inquiries, do not hesitate to ask. Have a wonderful day and we hope to see you soon at (Your Store Name)!

3. Agent: Thank you for your time. If you require any additional support, please do not hesitate to contact us. Have a fantastic day and happy shopping at (Your Store Name)!



## Retention and repurchase

1. Agent: Thank you for your recent purchase. As a token of our gratitude, we are offering you an exclusive promotional sale on your next order with special financing rates. Keep an eye on your email for special offers.
2. Agent: Welcome back! If you're a returning guest, we would like to offer you an exclusive option on your next purchase with no payment in (x) months.
3. Agent: Thank you for visit today. As a valued guest, we would like to give you an exclusive offer as a first-time shopper with email registrations.

