



## 14 important asks to sell CommBox more effectively

To help make your selling process quicker and more efficient, we've put together important questions for you. These key questions will allow us to create a personalized sales kit with relevant documents, decks, videos, demos, competitive comparisons, USPs, quotes, and case studies,

As a quick reminder, CommBox is a robust platform loaded with features and infinite potential use-cases. Let us do the work for you and prepare everything.

### QUESTIONS:

1. Company size - How many agents does the prospect have? How many client-facing personals?
2. Countries the prospect operates in?
3. What would be the verticals/Industries the company operates in?
4. Current technology in use - Existing CRM, Chatbots, conversational platforms, ticketing systems, or anything like that
5. How does the company structure? Are there several brands? What client-facing roles do they have? which departments do clients interact directly with?
6. How does the prospect communicate with clients today? What channels are they using?
7. How many communications do they have? daily/monthly/annually
8. What would be the major pain points in the CX area? SLAs/repetitive requests/customer satisfaction/routing
9. Are they already using SAP C4C? Is Commbox a component of a C4C deal or a stand-alone solution?
10. What would be the timetable for this project?
11. Is there a budget allocated for this project? From where the budget comes? i.e department/branch
12. Did the prospect actively requested/searched for an omnichannel communication solution or you suggested?
13. Is the prospect familiar with other solutions in the market?
14. Is there an RFP/RFI down the road? PoC? Can a special demo environment have a good impact?

**Let's talk**  
**We'll help you define**  
**the best strategy together**

