Sales

- Should there be a section for VerbaFlow for Customer Support to Drop vs Inquires? Ticket System
- Can we monitor response time performance by trends hours or on days like Live Chat has?
- We need more details on Whatsapp flows – direct questioning method into Verba Chat
- Review Audit Findings Weekly not Monthly so improvements can be faster.
- For VerbaChat, function for students to leave feedback to see where we can improve
- Pricing Campaign Discussions
- Calling Negative Leads
- Deposit Pending Students
- Calling Students for Overdue Amounts (Finance)
- Success Metrics from Verbaflo
- Monthly Payments – pay per use (whatsapp)
- Finance invoicing (Test Chats)
- Luna Pricing Number – 0.648 per minute

Roadmap