



Colby Properties PATLive Operator Application & Rates

Please Print:

Subscriber Name _____ SS/Fed ID # _____

Mailing Address _____

City _____ State _____ Zip _____

E-mail Address _____ Fax _____

Home Phone _____ Business Phone _____

Choose Your Plan:

Messaging Pricing:

PATLive Operator Product

(Toll-Free 888/877 Number)

\$120.00 setup fee

\$79.95 per Month

Minute Charge: \$1.00

PATLive Operator Product

(Toll-Free 800 Number)

\$120.00 Setup Fee

\$84.95 per Month

Minute Charge: \$1.00

Please Note:

Canadian surcharge: \$0.06 per minute

Choose Your Quantity: Would you like to setup a single line for your "Selling" and "Buying" scripts or an individual number for each script?

Recommended by PATLive:

1 toll-free number used for "Selling" Only

1 toll-free number used for "Buying" Only

Additional Option:

1 toll-free number used for "Selling" and "Buying"

Vanity Search: If you would like a specific toll-free number or a number that spells a particular word or phrase PATLive can conduct a Vanity Search at your request. For example: 1-800-SELL4YOU*

Cost:

\$5.00 per every 4 numbers you request to have searched. (We automatically search 800, 888, & 877 for each number.)

\$20 to transfer the number you choose into our system if it is available.

***Note:** Additional documentation is required. Please allow 48 business hours to determine if the number is available.

Payment Method:

VISA

MasterCard

Discover

American Express

Credit Card # _____ Cardholder's Signature _____

Expiration Date _____ Name As It Appears On Card (please print) _____

Customer Signature:

Customer Signature _____ Date _____

By signing this application you agree to all the conditions of the terms of agreement which can be found on our website at www.patlive.com, and can also be requested at any time by calling PAT at 1-800-775-7790.

Office Use Only: PATLive QUALITY CONTROL

Input by _____ Call by _____ Date _____ Account # _____



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Thank you for choosing our PATLive Operator feature. Each time a call is received, PAT will read the script you have designed for your callers, run through a series of questions, and e-mail/fax the leads directly to you. Below is a sample script recommended by Colby Properties.

Please provide a brief description of your product/service: _____

1. **Initial Recording:** While a call is waiting to be answered by a Live Operator, this recording will play.

Please indicate the recording you would like your callers to hear while their call is being answered. A professional member of the Personal Assistant Team will record this message.

Sample: "Please hold for an ABC, Inc representative."

- I would like to use this script and my business name is: _____.
- I would like to use my own Initial Recording script. I would like the script to read:

2. **Opening Greeting:** This is the first impression your callers will hear when routed to a Live Operator.

Sample: Thank you for calling <<Insert Business Name>>. Are you interested in buying or selling a home?

- I would like to use this script and my business name is: _____.
- I would like to use my own Opening Greeting script. I would like the script to read:

3. **Transition Script:** The PATLive Operator can take this opportunity to explain to your caller that they plan to collect information to pass on to a trained associate that will call them back.

Sample: "Great! If you have a moment, I am just going to collect a little bit of information from you, and then one of our trained associates will call you and discuss your options!"

- I would like to use this script.
- I would like to use my own Transition script. I would like the script to read:



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4. Collecting Information from the Caller: Our PATLive Operators are available 24/7 to take your customer calls and ask specific questions that relate to your business. Your callers' answers will then be transcribed and sent to you via email or fax.

Sample Selling Script Questions:

1. May I get your name please?
2. Your phone number, and office number including the area code?
3. What do you think your house will appraise for?
4. What are you asking for the house?
5. What do you owe on the house?
6. How did you hear about us?
7. What's the address?
8. When do you want to move?
9. Are your payments current or behind?
10. Does the house need any repairs?

I would like to use this exact script.

I would like to edit some of the questions

Sample Buying Script Questions:

1. May I get your name please?
2. Your home and office number, including the area code?
3. In what area are you looking to buy a home?
4. How many bedrooms and baths would you like?
5. What is the maximum monthly payment you can afford?
6. How much do you have saved for the down payment?
7. Are you ready to buy now?
8. How soon are you looking to move?
9. Is your credit good, fair or ugly?

I would like to use this exact script.

I would like to edit some of the questions. I would like the edits as follows:



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5. Closing Statement: This will be the closing of the call and will alert your caller of how the call will be handled once the customer hangs up the phone.

Sample: Thank you for calling <<Insert Business Name>>. One of our associates will be returning your call shortly.

- I would like to use this script and my business name is: _____.
- I would like to use my own Closing Statement script. I would like the script to read:

If applicable, what time frame will you be planning to respond to your callers?

Message Delivery: When we collect additional information from the caller, these messages can be e-mailed or faxed to you immediately upon completing the call. Please select one of the following delivery methods:

- I would like to be e-mailed **E-mail Address:** _____
- I would like to be faxed **Fax Number:** _____

Service Level

We pride ourselves on our level of customer service and want to make sure we pass that same level of service onto your customers. In order to do this, we need a valid e-mail address on file so we can forward any questions or problems we encounter that we are not equipped to handle. We understand that you value your privacy and this address will not be released to your callers. PATLive team members will ONLY use this e-mail address if questions come up that we cannot answer and we need to get in contact with you.

In order to give exceptional customer service to you and all of our clients, we must be aware of any high call volume activity. By signing this application, you acknowledge that your call volume will not exceed 50 per week. If you believe the call volume will increase to more than 50 calls per week, you will give PAT at least 7 business days advance notice and will complete an updated Ad Information Sheet. You understand that the setup process for the PATLive Operator service may take up to 7 business days.

Customer Signature: _____

Date: _____

By signing this application you agree to all the conditions of the terms of agreement which can be found on our website at www.patlive.com, and can also be requested at anytime by calling PAT at 1-800-775-7790.

Colby Properties Ad Information

Thank you for signing up with our PATLive Operator. To ensure we are prepared to handle your calls as efficiently as possible, we request applicants provide information about how you plan to use the system.

Please Print:

Subscriber Name _____ SS/Fed ID # _____

Toll-Free Number _____ Account Number _____

Company Name _____

Company Address _____ City _____ State _____ Zip _____

What type of audience are you targeting in your advertising?

What medium of advertising are you planning to use?

- Fax blasts E-mail blasts Telemarketing Internet Other*
 Direct Mail Yellow Pages Newspapers Magazines

*If you selected "Other", please describe here: _____

What is the Ad Frequency: _____

Please provide a brief description of your product/service: _____

What dates are the advertisements running? From ___/___/___ To ___/___/___

How many calls do you anticipate each month? _____

How are you basing your call volume predictions? (i.e. prior call volume history, media projections, etc.)

How quickly do you expect calls to start arriving once the advertising is released?

- Same day Within 2 days 7 days 30 days Anytime

Are you targeting any specific time zone?

- Nationwide Eastern Central Mountain Pacific

Do you expect the calls to arrive at any particular time of day?

- Any time of day Morning Afternoon Evenings Late night

Customer Signature: _____ Date: _____

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