

Sub.: IVR script for all projects - TATA smartflo.

Keywords: IVR Tata Smartflor script, Tata smart flo

1. A list of IVR scripted messages for CR division is given in Annexure A. CR division to send excel file to promotions on a daily/weekly basis. The excel file to be uploaded on Tata Smartflo.
2. Similarly, a list of IVR scripted messages for Sales division is given in Annexure B. Sales division to send excel file to promotions on a daily/weekly basis. The excel file to be uploaded on Tata Smartflo.
3. Similarly, a list of IVR scripted messages for Promotion division is given in Annexure C. Promotions to make an excel file and ~~The excel file~~ to be uploaded on Tata Smartflo.

Managing Director

Sl. No.	Campaign name/no.	Campaign	Used for	Frequency
1.	CR/A/INTRO /101	Thank you for booking a flat with Modi Properties. You are requested to contact Customer Relations for making further payments, processing of housing loan, receipts for your payments, etc. They will guide you in completing all tasks, upto handing over of your completed flat. Please call +918069045545 or send an email to cr@modiproperties.com .	Introductory message to be sent as soon as the booking is received.	One time.
2.	CR/V/INTRO /102	Thank you for booking a villa with Modi Properties. You are requested to contact Customer Relations for making further payments, processing of housing loan, receipts for your payments, etc. They will guide you in completing all tasks, upto handing over of your completed villa. Please call +918069045545 or send an email to cr@modiproperties.com .	Introductory message to be sent as soon as the booking is received.	One time.
3.	CR/RECEIPT/ 103	Dear Customer, We have received a payment of Rs. ____/- towards flat no. ____ in <Gulmohar Residency> developed by Modi Properties. Receipt for the payment shall be couriered to you. A copy of the receipt shall be sent by whatsapp. Please contact Customer Relations at +918069045545 for any queries.	Message to be sent within 7 days of receipt of amount.	1 time
4.	CR/A/ADV-REMIDER/104	Dear Customer, You have booked flat no ____ in the project <Gulmohar Residency> developed by Modi Properties. Please note that instalment no. __, of Rs. ____, falls due on <1 st June, 2024>. This is a gentle reminder to pay the instalment on or before the due date. Please contact Customer Relations at +918069045545 for any queries. Customer Relations at ____ for any queries.	This reminder must be sent between 7 & 14 days before the instalment falls due. Include GST amount in the instalment.	1 time

5.	CR/V/ADV-REMIDER/105	Dear Customer, You have booked villa no ____ in the project <Silveroak Villas> developed by Modi Properties. Please note that instalment no. __, of Rs. __, falls due on <1 st June, 2024>. This is a gentle reminder to pay the instalment on or before the due date. Please contact Customer Relations at +918069045545 for any queries. Customer Relations at ____ for any queries.	This reminder must be sent between 7 & 14 days before the instalment falls due. Include GST amount in the instalment.	1 time
6.	CR/V/ADV-REMIDER/106	Dear Customer, You have booked villa no ____ in the project <Silveroak Villas> developed by Modi Properties. Please note that an amount of Rs. __ is over due. You are requested to make the payment at the earliest. In case you have made the payment please contact Customer Relations at +918069045545 to enable us to update our records.	This reminder must be sent immediately after any payment is over due.	Repeat every week till amount is paid.
7.	CR/A/ADV-REMIDER/107	Dear Customer, You have booked flat no ____ in the project <Gulmohar Residency> developed by Modi Properties. Please note that an amount of Rs. __ is over due. You are requested to make the payment at the earliest. In case you have made the payment please contact Customer Relations at +918069045545 to enable us to update our records.	This reminder must be sent immediately after any payment is over due.	Repeat every week till amount is paid.

Annexure B – Sales division – Internal memo no. 914-125

Updated on 09-05-2024

Ver no. 1

Sl. No.	Campaign name/no.	Campaign	Used for	Frequency
1.	SALES/FEEDBACK/ /201	Thank you for your enquiry about <Gulmohar Residency at Mallapur>, developed by Modi Properties. This is a feedback call. Please spare a minute. Did you get a chance to visit our site? Press 1 for Yes, Press 2 for no. Did you receive a brochure of our project? Press 1 for yes, press 2 for no. Did you get adequate information about our project? Press 1 for yes and press 2 for no. Would you like our sales team to contact you? Press 1 for yes, press 2 for no. Thank you for sparing your valuable time. Good day.	This is a feedback call	Once in a month.
2.	SALES/CUST NOT REACHABLE/202	Thank you for your enquiry about <Gulmohar Residency at Mallapur>, developed by Modi Properties. Our sales team has not been able to contact you. You are requested to call back our sales team at <9108069045558> for further information about the project or scheduling a site visit.	For leads where sales team has not been able to reach the customer.	Upto 4 times. Sales team to send one request per week ie., if there is no response from customer.
3.	SALES/A/NOT VISITED/203	Thank you for your enquiry about <Gulmohar Residency at Mallapur>, developed by Modi Properties. You are requested to visit our site for a first hand view of the model flats and the amenities provided in the project. Please dial 1 to schedule a site visit. Please dial 2 if our project is not of interest to you.	For customers who have not visited the site.	3 times @ once a week.
4.	SALES/V/NOT VISITED/204	Thank you for your enquiry about <Silver Oak Villas at Cherlapally>, developed by Modi Properties. You are requested to visit our site for a first hand view of the model villas and the amenities provided in the project. Please dial 1 to schedule a site visit. Please dial 2 if our project is not of interest to you.	For customers who have not visited the site.	3 times @ once a week.

Annexure C – Promotions division – Internal memo no. 914-125

Updated on 09-05-2024

Ver no. 1

Sl. No.	Campaign name/no.	Campaign	Used for	Frequency
1.	PROMO/TOPICAL/ /301	Thank you for your enquiry about <Gulmohar Residency at Mallapur>, developed by Modi Properties. Avail the limited period <Ugadi cash back offer>. Hurry! Book a flat now. Do not miss this offer. Call <9108069045558> for further details.	This is a topical campaign which is to be used for special offers/festive offers.	To be used 1 to 3 times based on the offers.
2.	PROMO/REFERRAL/ /302	Dear Customer, Do not miss your chance to get a 5 gram pure gold coin. Refer your friends and relatives and earn a gold coin for every booking made through your reference. Simply log on to www.modiproperties.com and enter details of your references. Or call +918069045545 for further details.	This is for periodic campaigns. Data – existing customers of all projects.	Once in a quarter.