VIPS

Virtual In-Person Selling

Going Live: Starting your Meeting

PROSELECT

BEFORE YOU GET ONLINE

- Restart your computer
- Only have applications open that you need for the sale
- Verify you have a strong wifi connection
- Turn off devices requiring internet. Streaming TV's, gaming, etc.
- Be connected to your external monitor, TV or Projector and turned on

BEFORE YOU GET ONLINE

CONTINUED

- Change your computer resolution on both your main screen and your secondary monitor to 1920 X 1080
- Have your ProSelect album open and ready
- Be sure their room images are loaded into ProSelect
- Have slideshow set with paused start
- Have notes with customer names and information available
- Sales process/ Scripts notes ready
- Turn off your computer notifications and cell phone ringer

THE LIVE SESSION

- Log on a few minutes early
- Admit your customer to the meeting
- Use Video if possible
- Confirm that you can communicate

AUDIO PROBLEMS

- Customer may not hear you or you may not hear them
- Often clicking the mute icon on and off (on their picture) will start the audio
- You can message the client via chat, but sometimes it's quicker to call them to help
- If it can't be resolved quickly, have them use the Zoom phone number to call in

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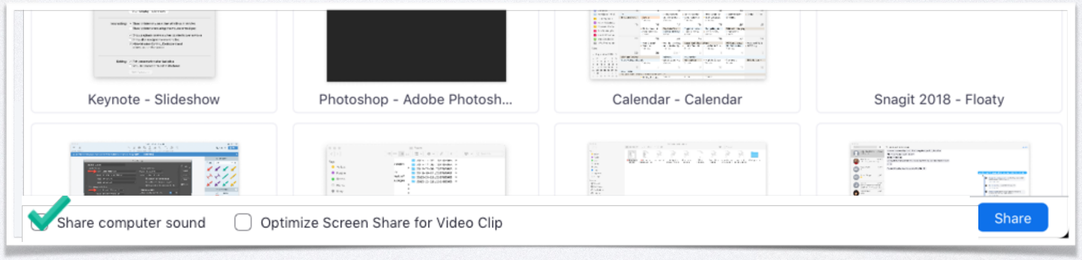
EXPLAINING THE PROCESS

- Ask if it is OK to record the session?
- Establish expectations - Ordering Products
- Explain the process
- Reassure them you will guide them
- Make selections based on pose and expression
- Ask if it's ok to give your opinion
- Ask then not to take photos or screenshots

SHARING YOUR SCREEN

- Be sure you are in extended desktop mode
- Click the share icon
- Check "Share computer sound"
- Choose Desktop 2



Screen Sharing

THE SALES PROCESS

- Show slideshow
- Cull images to Yes, No and Maybe
- Determine Wall Portraits and Collections
- Order Gift Portraits
- Show and order additional products, including digital files
- Review order. Send to client via chat. Secure payment.

PROSELECT

ProSelectSoftware.com