

# Servadra

## Case Handoff Report

Ref: CHR-cust001-20260413-001 | Generated: 13 Apr 2026 00:12 | Expires: 13 May 2026

**Client:** cust001    **CR Score:** 1.00 (HOT)    **Messages:** 5    **Status:** viewed

### 1. CONTACT INFORMATION

Email	sap60-fix-1776037443@servadra.com
Name	—
Channel	widget
Session Start	2026-04-12 23:44:09
Session End	2026-04-12 23:44:25
Duration	< 1 minute
Language	en

### 2. INTENT ANALYSIS

*No intent data available.*

- **Pricing Inquiry**: The visitor requested specific cost information, indicating a direct commercial interest.
- **Volume Handling**: They explicitly stated a requirement to manage 200 daily enquiries, suggesting a need for a scalable solution.
- **Integration Capability**: The question about Slack integration shows a focus on operational workflow and tool compatibility.
- **Human Contact**: The final request to speak to the team demonstrates a readiness to progress the conversation to a sales or technical discussion.

--- Executive Summary ---

Servadra Company Limited is a hot lead with a clear, scalable need to handle 200 customer enquiries per day. They have shown direct interest in pricing and Slack integration, and have requested to speak to a team member. Immediate follow-up is required to qualify their volume needs against our Professional or Enterprise plans and demonstrate relevant capabilities.

### 3. COMMERCIAL READINESS

**1.00** HOT

The readiness score is 'hot' because the visitor has moved from general information gathering to specifying a concrete operational requirement (200 daily enquiries) and has directly requested human contact.

#### 4. DETECTED REQUIREMENTS

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- Volume Capacity:** Handle 200 enquiries daily (message #2)
  - Integration:** Integration with Slack (message #3)
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#### 5. FOLLOW-UP SUGGESTIONS

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**P1 Call the client promptly to discuss their 200-enquiry daily volume requirement and recommend a suitable plan (likely Professional or Enterprise).**

The client is commercially ready, has a defined need, and has explicitly requested contact.

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**P2 Prepare a tailored demo or use-case overview showing how the platform handles high-volume enquiries and integrates with Slack.**

Addresses the two specific functional requirements raised by the client.

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**P3 Have pricing details ready for the Core, Professional, and potential Enterprise tiers, factoring in the stated volume.**

The client initiated the conversation with cost questions, so prepared figures will advance the discussion efficiently.

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## 6. CONVERSATION DETAIL

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**[VISITOR]**

Hi, what does Servadra do?

2026-04-12 23:44:09

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**[ASSISTANT]**

We answer routine customer questions from your approved knowledge base, ask for missing details when needed, and route anything that needs a human to the right person with full context.

2026-04-12 23:44:09

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**[VISITOR]**

How much does it cost?

2026-04-12 23:44:16

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**[ASSISTANT]**

Our pricing varies by plan. The one-off setup fees are £1,500 for Starter, £3,000 for Core, and £5,000 for Professional. All prices exclude VAT. For a detailed quote, the team would be happy to walk you through the options.

2026-04-12 23:44:16

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**[VISITOR]**

We need to handle 200 enquiries daily

2026-04-12 23:44:18

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**[ASSISTANT]**

Here's a bit more on that:

One-off setup fees: £1,500 for Starter, £3,000 for Core setup, and £5,000 for Professional. Enterprise setup is quoted based on scope. All exclude VAT.

2026-04-12 23:44:18

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**[VISITOR]**

Can it integrate with Slack?

2026-04-12 23:44:23

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**[ASSISTANT]**

Yes, it can integrate with Slack. Slack can be used as an external communication channel while the main processing flow stays in place.

2026-04-12 23:44:23

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**[VISITOR]**

I would like to speak to someone on your team please

2026-04-12 23:44:25

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**[ASSISTANT]**

Let me connect you with our team. Please do not worry \u2014 you're in good hands.

2026-04-12 23:44:25

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